

# NICHOLAS LOUISMA

New York Metropolitan Area | [LinkedIn](#)

## EDUCATION

**School:** Pace University, Seidenberg School of CSIS

Pleasantville, NY

**Degree:** Bachelor of Science (B.S./BS)

May 2020

**Major:** Information Technology

**Concentration:** Security and Information Assurance (Information Security/ Cybersecurity) and Networking

**Minor:** Business Administration

**Honors:** Achieved the Dean's List for 5 semesters.

**Cumulative GPA:** 3.51

**Pace Pulse Article** – An article written about my accomplishments during my college career – [IT Entrepreneur Article](#)

## TECHNICAL SKILLS

Java, HTML, SQL, CSS, JavaScript, C++, Python, Raspberry Pi, Linux, Unix, Windows 7, Windows 10, macOS, OS, VMware, Android, IOS, Microsoft Access, MySQL Server, Microsoft Office Suite, API, Active Directory, Visio, Putty, SharePoint, Confluence, ServiceNow, Cisco, Palo Alto, F5, Juniper, IP Addressing/Subnetting, TCP/IP, UDP, HTTP, OSI Model, VOIP, DNS, PCI, Intrusion Detection Systems/Intrusion Preventive Systems, Firewalls, SCCM, Antivirus, IPsec, Metasploit, Encryption, Endpoint Protection, Antivirus Software, Computer Forensics, Technical Documentation, Security Regulations, McAfee, Mobile Device Setup, Service Now, Printer Setup, Desktop Setup, Laptop Setup, Mobile Device Setup, Imaging Hard Drives, Microsoft Office Configuration

## ACADEMIC PROJECTS

### Website Design:

Teamed with 4 students to designed a business, appointed to construct website for the business ([Pace Depot](#)).

Partnered with an IT student to engineer a website for a business using HTML, CSS and JavaScript ([SSFREAKS](#)).

Website I created during my graduate course for web development ([Website1](#))([Website2](#))

### Student Run Business:

Operated as Chief Operation Officer for student run business called Pace Keeping (<https://bit.ly/2XKQ7fE>).

## EXPERIENCE

### NBC Sports Group

Stamford, CT

#### IT Internship

September 2019 – Present

- Investigate and analyze 4-6 computers weekly for software troubleshooting and equipment issues.
- Coordinate in ongoing projects (Service Now) such as user migrations and software installation, 4-5 clients at a time.
- Committed to projects related to IT infrastructure for upcoming sporting events as assigned.
- Configured at least 50 PC equipment for newly on-boarded employees by maintaining confidentiality in procedures for user's integrity.

### Affinion Group/cxLoyalty

Stamford, CT

#### Network Services Summer Intern – Corporate Internship Program

June 2019 – August 2019

- Updated the network's inventory of (30 circuit devices) via tools and Excel (ServiceNow, PCI documentation, IP Addressing).
- Configured and upgrade more than 10 network devices - Cisco and other manufacturers (Firewalls, Routers, Switches).
- Monitored and regulated 100+ Network change tickets with ACL processing within the department and Project Managers.
- Configure, upgrade, and troubleshoot Enterprise Wireless (Cisco Prime Infrastructure, Access Points, and Controllers).

### Client Support Office, Pace University

Pleasantville, NY

#### IT Specialist

February 2018 – May 2020

- Conduct image back-ups and image deployments, prepare open source software and services of more than 100 computers.
- Analyze and resolve issues with 20 user's hardware and software problems and potential risks on PC's and Mac's.
- Manage 40-100 technical documentation through help desk tickets weekly with faculty, staff members and students.
- Attend technical training every 3 months throughout the fiscal year.

### Residential Life, Pace University

Pleasantville, NY

#### Resident Assistant

August 2018 – May 2020

- Lead 10 different workshops that expose 20-50 students on lessons in professionalism with team members.
- Facilitate policies and procedures to 400 student residents and fortifying student safety.
- Implement and administer all University and On-Campus Housing policies campus wide for over 1000 students.

Kohl's

Norwalk, CT

**Cashier/Customer Service****October 2013 – January 2017**

- Established credit and cash transactions to over 100+ customers per shift to reach a team quota.
- Administered customer service desk operations and staff for efficient returns and customer assistance.
- Manage store items with 4 different local stores, for customer benefit and increase store loyalty.

**LEADERSHIP/ACTIVITIES**

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**Delta Sigma Pi****Pleasantville, NY****President****April 2018 – December 2018**

- Chaired fraternity chapter of 30 members as chief executive officer and directed the chapter to its semester goal.
- Officiated and implemented 3 professional events, 2 community service programs and 2 fundraising events within the chapter.
- Deliberated and planned 12 events and programs with 8 executive members of the fraternity.
- Reported chapter queries to Chapter Management Program informing the international fraternity's headquarters.