

# Geoffrey Kelly

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Current role	Software Support Engineer at Nicus Software, Inc.
Experience	Financial Services
Technologies	JavaScript, Python, Salesforce, MySQL, JIRA, Git

**I like to work with people who...**  
Who all have the same goal in mind. Who want to make a difference in the world and the people the touch with their technology. People who see the world as half full and are progressive and accepting.

## Work experience

### Software Support Engineer, Nicus Software, Inc. 🏢

Mar 2022 – Present (1y 5m)

IT Financial Management Software  
Financial Services

- JavaScript
- Python
- Salesforce
- MySQL
- JIRA
- Git

- Acted as the primary liaison for customers, providing timely and effective software solutions and updates
- Managed and promptly responded to all customer support requests, ensuring efficient problem resolution
- Collaborated with customers to support their requests through email and phone communication, driving issue resolution to completion
- Met or exceeded established timeframes for resolving support requests, escalating complex issues to the appropriate teams
- Participated in an on-call rotation to provide vital business support outside of regular working hours
- Leveraged strong communication skills to troubleshoot intricate data flows, improving system efficiency and user experience
- Maintained an extensive knowledge base, accurately recording detailed information on technical work and support cases
- Developed and updated low complexity functionalities in the Nicus tool, such as configuring processes and tables

### Trust and Safety Analyst , Epic Games 🏢

May 2021 – May 2022 (1y)

- Analyzed and reviewed user created content using internally developed applications, and client tools, making sure everything was in conjunction with the client policies.
- Worked with exceptional attention to detail and delivered optimal quality and productivity levels through data analysis, ultimately performing in the top 5% of cohort. Maintaining an accuracy of 99%.
- Worked with platform engineers and developers to improve the process and workflows.
- Managed time efficiently in order to meet turnaround time for client.
- Gathered and analyzed technical literature in order to contribute to policy updates.
- Responsible for reviewing and processing inquiries of an urgent or potentially sensitive nature to ensure online safety. Including corresponding with LEA.
- Point of Contact and part of the training process while being shadowed by new agents and development team.
- Participated on the beta test for new tools.

- Displayed courtesy and strong interpersonal skills with all client interactions.
- Provided clients with technical support, repair, tracking, and help understanding services, responding to an average of 40 calls per day.
- Was responsible for software and hardware repair/diagnosis of up to 20 unique client units at peak.
- Securely and efficiently back up client data and perform data restoration onto repaired units.
- Lead a team to accomplish goals of reducing turn time, call length and increasing overall client satisfaction.

- Monitored patients' physical and emotional well-being and reported unusual behavior or physical ailments to medical staff.
- Observed and influenced patients' behavior, communicated and interacted with them, and taught, counseled, or befriended them.
- Encouraged patients to develop work skills and to participate in social, recreational, or other therapeutic activities that enhance interpersonal skills or develop social relationships.
- Took and recorded measures of patients' physical condition, using devices such as thermometers or blood pressure gauges.
- Collaborated with or assisted doctors, psychologists, or rehabilitation therapists in working with mentally ill, emotionally disturbed, or developmentally disabled patients to treat, rehabilitate, and return patients to the community.
- Developed or taught strategies to promote client wellness and independence.
- Aided patients in performing tasks, such as bathing or keeping beds, clothing, or living areas clean.
- Restrained violent, potentially violent, or suicidal patients by verbal or physical means as required.
- Issued medications from dispensary and maintained records in accordance with specified procedures.
- Interviewed new patients to complete admission forms, to assess their mental health status, or to obtain their mental health and treatment history.
- Contacted patients' relatives to arrange family conferences.

## Education

### Self taught Programmer

#### Self Taught Computer Science

- My journey hasn't been a typical one. I grew up bouncing from one foster home to another, often facing challenging circumstances. During this time, I found solace in technology. This interest initially was an escape, but over time, it blossomed into a passion. I'm not a traditionally trained developer, but I am a self-taught coder who learned the craft out of sheer curiosity and necessity.
- Despite the difficulties I encountered in my early life, I've cultivated an analytical mindset and a tenacious spirit. I'm not afraid of obstacles or failure because I've learned that they're often stepping stones to success. It might take me a little more time to understand a new concept, but once I get it, I really get it.
- My experience has also taught me the value of perseverance and grit. I've built complex applications from scratch and have mastered technologies that were once foreign to me. I might not have a traditional background, but I have the determination, the eagerness, and the proven ability to learn and grow.
- If you're looking for someone with a unique perspective, who brings real-world resilience to their work, I could be the right fit. I'm hoping to find a team where I can continue my journey, learning from others while also contributing my own insights and skills.

Bootcamp Full Stack Development

- Completed bootcamp in full Stack Development.
- Learned the following technologies, Javascript, Node.js, React, SQL, MongoDB, python

## Snippets

**AI Twitch Chat Moderation Tool** @ **berrythebot.app**

I build a AI enabled chat bot for twitch streamers to make their streams safer. It utilizes my own backend and openAI's Chat GPT custom models to moderate chat and analyze user interactions to make a users twitch chat safer.

## More about me

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**Interests**

Gaming, cooking, being outdoors, music.