

# Nick Skinner

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## Work Experience

2021 -

### Client Success Manager

#### Beehively - Davis CA

*Beehively is an edtech software developer creating SIS, communication, and school website solutions for hundreds of schools across the USA and abroad.*

#### Duties

- Defined product strategy and roadmap for new software features
- Acted as liaison between clients and our development team to make sure that all client needs were met in our software development cycle
- Provided client support and outreach to all current and prospective clients.
- Worked with C-suite executives to inform product roadmap decisions
- Communicated with stakeholders, sales, support, and marketing teams to ensure quick and bug-free product launches and product adoption
- Organized weekly training seminars for new software users and admins
- Oversaw and participated in the creation and maintenance of internal and external training materials, demo environments, sales enablement materials, and marketing materials
- Created and maintained a style guide for software UI/UX design
- Assisted with software debugging

2018 - 2019

### Process Engineer

#### FormFactor - Livermore, CA

*FormFactor is a leading provider of essential test and measurement technologies along the full IC life cycle.*

#### Duties

- Worked as a Process Engineer in the manufacturing of silicon wafers for use in electronic probe cards
- Oversaw the processing of wafers into electroplating tanks
- Conducted quality inspection microscopy
- Ran qualifications and maintenance on fabrication tools and installed software
- Achieved production milestones every quarter
- Facilitated communication between each manufacturing division to ensure smooth operations

2017 - 2018

### Intake Coordinator

**Genentech Access Solutions - *South San Francisco, CA***

**Duties**

- Triaged and documented patient and insurance information
- Followed up with health care providers, forwarded mail, and led training sessions during the Benefits Reverification period for Genentech products
- Acted as Subject Matter Expert for the Ocrevus Patient Navigator program launch
- Onboarded new hires

2016 - 2017

**Student Researcher**

**Keysight Technologies LLC - *Davis, CA***

I worked as part of a team to optimize Keysight’s process of gold ribbon bonding for use in optoelectronic devices. Our research involved examination of fracture profiles via SEM and characterization of atomic properties by X-Ray Diffractometry and microanalysis. We proposed methods to increase bond efficiency, contributing toward large scale production.

**Education**

2021

**Full Stack Web Design Bootcamp**

University of California, Davis

2017

**Bachelors of Science in Materials Science Engineering**

University of California, Davis

2014

**Associates Degree in Mathematics**

Ohlone College

**Certifications and Skills**

Certifications

- Full Stack Developer Certificate
- Certificate of Advanced Laboratory Practices, Ohlone College

Skills

- Product Management (*1 year*)
- Project Management (*1 year*)
- Customer Success Management (*3+ years*)
- Design of experiments and public presentation of data
- Public speaking and user training
- Presenting webinars
- Lab experience in Materials Science, Chemistry, and more (*7+ years*)

Software

- JavaScript
- REST API development
- Software Design
- Node.js

Productivity

- React.js
- SQL / JQL
- Unity
- Scrum and Agile development
- Google Workspace Apps
- Jira
- Confluence
- Freshdesk
- Microsoft Office suite