



Nick Pittman



Experience

Jan 2018 - present

Support Analyst

- Dealer.com, Burlington VT
- Contracted with Dealer.com.
 - Process, validate, and assign client requests.
 - Communicate with clients to solve their issues, and implement requests.
 - Develop applications and tool-kits to increase efficiency of support team.

Nov 2017 - Dec 2017

Operations Specialist, Implementation

- Dealer.com, Burlington VT
- Contracted with Dealer.com.
 - Managed website repackages, and integration of production à la carte.
 - Added Secure Socket Layer to thousands of client sites.
 - Developed applications and tool-kits to increase efficiency of implementation.

Sep 2016 - Jun 2017

Supply Planner I

- Keurig Green Mountain, Waterbury VT
- Developed and ran reports to analyze the performance of the kitted supply planning department for the VP of sales.
 - Helped plan and manage supply and production of kitted goods.
 - Developed tool-kits for data correction and validation processes.

Jun 2015 - Apr 2016

Easy Tech Associate

- Staples, Ithaca NY
- Explained, and assisted customers with hardware and software problems.

Jun 2014 - Aug 2014

Lead Barista

- Dunkin' Donuts, Essex VT
- Trained new employees.



Education

Aug 2012 - May 2016

Bachelor of Arts in Computer Science, Ithaca College

- Minor:** Business Administration
- GPA:** 3.5
- Senior Project:** Improving Learning with Word and Phrase Suggestion
- Supervisor:** Dr. Toby Dragon
 - Description:** Improved learning software by adding word and phrase suggestion to unstructured user input.
 - Goals:** Improving user experience by offering relevant suggestions and learning to work in an established code base.

Aug 2008 - Jun 2012

Mount Mansfield Union High School

- Assisted with set builds for theater club.
- Javelin thrower on the track team, 3 years.



Personal Info

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Skills

- Windows
- Advanced
- macOS & Linux
- Competent
- Excel
- Advanced
- Microsoft Office
- Proficient
- Salesforce
- Competent



Languages

- Java
- Proficient
- Python
- Proficient
- Javascript
- Advanced Beginner
- VBA
- Competent
- MySQL
- Competent
- HTML & CSS
- Proficient