



Nick Pittman



Experience

Jan 2019 - 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 toolkits to increase efficiency of support team.

Nov 2017 - Dec 2018

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 toolkits 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 toolkits for data correction and validation processes.

Jun 2015 - Apr 2016

Easy Tech Associate

Staples, Ithaca NY

- 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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LinkedIn

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Skills

Windows



macOS & Linux



Excel



Microsoft Office



Salesforce



Languages

Java



Python



Javascript



VBA



MySQL



HTML & CSS

