Nicolas Vera

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github.com/Narange

WORK EXPERIENCE

ARCHIBUS, Inc., Boston, MA (August 2016 - Present)

Application Engineer

- Provide Tier 3 tech support for software used by multiple Fortune 500 companies
- Use XML, JavaScript, and Java to develop problem-specific patches
- Assumed increased responsibility during periods of high work volume
- Perform quality assurance and create bug reports for development team
- Collaborate with team members and clients of all levels of technical expertise
- Empathetically and professionally assist end-user clients via telephone and email

Harvard Extension School, Cambridge, MA (June - August 2016)

User Assistant

- Provided Tier 1 tech support to students using the computer lab
- Handled rentals and returns of multimedia equipment, managed inventory

Hudson Valley Dessert Company, Saugerties, NY (May 2013 - June 2016)

Assistant Manager, Sales Associate

- Served customers, managed inventory, took shipping orders from other vendors
- Used photography and social media to promote the bakery and attract customers

EDUCATION

Cornell University, College of Arts & Sciences, Ithaca, NY

B.A. Information Science, Spring 2015

SKILLS

Technologies

- Languages: JavaScript, Python, HTML, CSS, Java, SQL
- Tools: D3.js, Selenium, Git, JIRA, Confluence

Other

- Proficient in Spanish. NREMT certified. Can solve a Rubik's Cube in under a minute.