

Nicolas Vera

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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 and JavaScript APIs to develop problem-specific patches
- Perform quality assurance and create bug reports for development team
- Automated several QA tasks which were previously manual
- Professionally assist clients of all levels of technical expertise via telephone and email
- Received bonus after mission-critical support case for client

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, Bootstrap, jQuery, Git, JIRA, Confluence

Other

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