

## Nicolas Vera

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### WORK EXPERIENCE

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

#### *Application Engineer*

- Use XML and JavaScript APIs to develop patches and hotfixes
- Perform quality assurance and create bug reports for development team
- Automated several QA tasks which were previously manual
- Provide Tier 3 tech support for software used by multiple Fortune 500 companies
- Professionally assist clients of all levels of technical expertise via telephone and email
- Received bonus after mission-critical support case for client

**Harvard University, Division of Continuing Education**, Cambridge, MA (June - August 2016)

#### *User Assistant*

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

### EDUCATION

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

*B. A. Information Science, Spring 2015*

#### **Relevant Coursework**

Object-Oriented Programming • Information Retrieval • Computational Linguistics  
Design & Programming for the Web • Computer-Mediated Communication • Data Structures  
Data-Driven Web Applications • New Media & Society • Natural Language Processing

### SKILLS

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#### **Technologies**

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

#### **Other Skills/Hobbies**

Fluent in Spanish • Certified Emergency Medical Technician  
Guitar and ukulele • Video/audio editing • Can solve a Rubik's Cube in under a minute