

# Nicholas Pica

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## SUMMARY OF QUALIFICATIONS

- Well-rounded understanding of computer hardware and software.
- Basic understanding of networking and mobile apps development.
- Work well in groups or individually to achieve pre-set goals within time parameters.
- Advanced knowledge of a computer and how to navigate throughout.

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## EDUCATION

**University of Tennessee at Martin**  
*Bachelor of Science, Computer Science*  
• GPA: 3.45

Martin, TN  
December 2020

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## SKILLS

- C++, C#, Java and Python3 coding experience: Reading, Writing and Error Handling.
- Able to create databases in Excel, Access and SQL using the Linux Terminal.
- Able to code in HTML and CSS for web development: Aesthetics and Functionality.
- Able to code using Visual Studio, Linux Terminal, and knowledge of Microsoft Office.
- Basic understanding of IT Work and troubleshooting.

## APPLICABLE COURSES

Intro to Computer Application  
Intro Programming & Logic  
Intro to Networking  
UNIX/Linux Operating Systems  
Theory of Computation  
Comparison of Prog Lang

Database Concepts  
A+ Software  
Programming I & II  
Mobile Application Development  
Algorithm Design and Analysis  
Technical Communications

Database SQL Programming  
A+ Hardware  
Data Structures and Algorithms  
Beginning HTML & CSS  
Software Engineering  
Discrete Mathematics I and II

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## EXPERIENCE

**Lowes Home Improvement**  
*Customer Service Associate*

Milan, TN | (731) 686-0028  
May 2017 – August 2018

- Communicated with customers proactively to assist in finding products.
- Welcomed customers with a warming smile and introduction to create a healthy/happy work environment.

**Jackson Bowling and Skating Family Fun Center**  
*Cashier/Mechanic*

Jackson, TN | (731) 668-2695  
July 2016 – May 2017

- Managed monetary transactions.
- Followed protocol to fix bowling lanes.

**Cinema Planet 10**  
*Cashier/Usher*

Jackson, TN | (731) 427-7000  
August 2015 – July 2016

- Served customer orders and dispensed of litter in theatre area.

**Tailored Networks**  
*IT Support*

Jackson, TN | (731) 422-3090  
January 2021 – March 2021

- Helped clients with Networking/Technical installs and fixes via phone and on-site.

**PerfectServe**  
*Support Administrator*

Knoxville, TN (877) 844-7727  
November 2021 - Current

- Assisting clinicians with technical installs/adjustments/issues with PerfectServes' products.

## VOLUNTEER EXPERIENCE

Meridian Baptist Church, *Sunday Nursery Class*  
Jackson Madison County Humane Society  
Madison Academic Magnet High School art show  
Operation Hope

2015 – present  
September 2016  
April 2016  
June 2020