

# Nicholas Bonorden

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## Summary

Self-motivated and detailed oriented IT Specialist with 6+ years of experience in an IT and support role within a startup. Highly efficient at problem solving, self-taught, and motivated to learn. Looking to fulfill a Technical Support Engineer position to apply customer support skills, technical expertise, and drive IT objectives.

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## Technical Skills

- IT: Hardware Maintenance, Software Installation, Customer/ Ticket support, Automation
  - Software: Postman, SQL/ PostgreSQL, Jira, MO365, AWS (EC2, ECS), Linux, GitHub, CI/CD
  - Languages: PowerShell, Python, JavaScript, SQL, NoSQL, REST APIs
  - Personal: Time management, communication, collaboration, fast learning, problem solving
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## Experience

### Bulb Inc

Product Manager

01/2022 - 11/2022

- Collaborated with developers, sales team, and stakeholders to ensure products met or exceeded client expectation.
- Excelled at gathering feedback and requirements; communicating technical needs and user stories, and overseeing seamless, high-quality rollouts on-time and on budget.
- Designed and implemented integrations with external systems and tools while documenting procedures.
- Maintain Jira board of incoming and existing tickets and led daily scrum meetings with developers.

### Bulb Inc

IT Specialist/System Administrator

01/2017 - 12/2021

- Provide SQL queries and reports for support team; including automation and dashboarding of reports, and maintaining a separate reporting DB to achieve views and relations outside of primary DB.
- Developed and maintained internal tooling and automation to enhance support team efficiency via full stack web application including custom API and SQL database. Utilized CI/CD workflow and automations to deploy to AWS.

### Bulb Inc

Customer Support Specialist

03/2016 - 01/2017

- Resolve customer tickets in a timely manner while coordinating with dev team to resolve specific issues.
  - Write training and support documentation for internal and external use. Supported in training of customers on site and remotely.
  - Train incoming employees on systems and procedures and provided support for higher complexity issues.
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## Professional Development

12+ years building, maintaining, and running personal projects and equipment for education and personal passion. Installed and maintain home lab made up of Ubiquiti UDM Pro security gateway, UniFi switch, UniFi AP, home servers.