

# Nicholas Marrone

✉ nmarrone1997@gmail.com | ☎ 7322757312 | 📍 Atlantic Highlands, NJ

## Education

### University of North Carolina at Charlotte

BS IN COMPUTER SCIENCE  
GPA: 3.257

Charlotte, NC  
Aug 2015 – May 2019

## Work Experience

### POS Nation

SOFTWARE SUPPORT TECHNICIAN

- Maintain a high level of professionalism with clients and work to establish relationships with them
- Utilize Salesforce to handle high call volumes
- Resolve customer questions and issues via phone and email

Charlotte, NC  
May 2019 – November 2020

### Loop Support

CUSTOMER SERVICE REPRESENTATIVE

- Resolve customer questions and issues via email
- Follow communication procedures, guidelines and policies
- Assist with placement of orders, refunds, or exchanges

Remote Work  
September 2018 – December 2019

### University of North Carolina at Charlotte

STARS ALLIANCE INTERN

- Participate in student-led engagement with business leaders in the community
- Organize and host events

Charlotte, NC  
December 2016 – December 2017

### Sound Vision Design and Integration

ELECTRONICS INSTALLER

- Perform installation and tests of various peripheral equipment and tools for various projects
- Run and terminate Cat5e/Cat6/Audio cabling
- Assist in troubleshooting and problem correction

Lincroft, NJ  
May 2015 – August 2016

### Tom and Kids Operations, LLC

CARPENTER'S APPRENTICE

- Operated, maintained, and managed carpentry equipment and tools for various projects
- Worked with master carpenter completing projects
- Reviewed blueprints and construction layouts

Middletown, NJ  
June 2014 – August 2017

## Skills

**Programming Languages:** JavaScript, HTML, CSS, Java, C++, SQL

## Projects

### Applied Geospatial Analytics At The Hartford

Tableau, Blender, OpenStreetMaps,  
ArcGis

ESTABLISH A NEW DATA REPOSITORY USING OPEN SOURCE TECHNOLOGY AND OPENSTREETMAP DATA TO ASSESS  
INSURANCE RISKS OF CUSTOMERS

## Awards

Spring  
2017, Fall 2018 **Dean's List**, Full-time student with grade point average between 3.40 and 3.79

University of North  
Carolina at  
Charlotte

December  
2018 **Innovative Computing Showcase**, Worked with The Hartford to evaluate the efficacy of auto  
insurance risk models based on where drivers live and daily driving habits

University of North  
Carolina at  
Charlotte