

Nicholas Falletta

nickfalletta29@outlook.com • (631) 637-5632 • nick-falletta.github.io/portfolio

EDUCATION

The Pennsylvania State University, University Park, PA

May 2025

Bachelor of Science, Human-Centered Design & Development

Smeal College Business Fundamentals Certificate

PROFESSIONAL EXPERIENCE

RGTN Corporation B.V.

August 2025 - March 2026

Software Engineering Intern

New York, NY

- Modernized legacy systems by migrating a mission-critical Perl application into a secure, containerized Python microservice architecture, improving system reliability, scalability, and long-term maintainability.
- Developed and maintained secure financial workflows, including payment processing, and cryptographic signature verification, ensuring accuracy, fraud prevention, and compliance when integrating with the Stripe API.
- Built an AI-powered customer support assistant using Microsoft Azure OpenAI and retrieval-augmented generation (RAG), enabling faster, more accurate responses to user inquiries while safeguarding sensitive data.
- Collaborated cross-functionally with internal teams and external partners to define API contracts, align requirements, and resolve integration issues, reducing operational friction and accelerating delivery timelines.
- Upheld strict data confidentiality, security, and compliance standards, working with proprietary systems and third-party partners in regulated environments.

Island Rock

May 2023 - August 2025

Front Desk & Operations Associate

Plainview, NY

- Delivered consistent, high-quality customer experiences by assisting guests with check-ins, memberships, scheduling, and service requests across multiple internal systems.
- Built customer trust and long-term relationships by handling transactions and sensitive customer information with accuracy, discretion, and professionalism.
- Supported safe and successful events by serving as a belayer, enforcing safety protocols, and remaining calm and decisive in high-responsibility situations.
- Ensured smooth daily operations by coordinating with instructors, front desk staff, and management during peak hours and large group events.
- Maintained service continuity and operational readiness by managing inventory, supporting cash-handling tasks, and proactively resolving or escalating customer concerns.

LEADERSHIP & COMMUNITY

Fundamentals of Computing Association

August 2023 - May 2025

Project Manager

State College, NY

- Led and mentored cross-functional student teams through semester-long technical projects, fostering accountability, collaboration, and ownership.
- Organized and facilitated weekly technical boot camps, adapting communication styles to different learning needs and experience levels.
- Delivered a personality-based AI chatbot project that dynamically modified website appearance, reinforcing problem-solving, user empathy, and real-world application of technology.