

Nicholas Furlo

(248) 891-7158 NickBFurlo@gmail.com NickFurlo.com

Summary

- Accomplished Network Engineer experienced in System Administration, Network Architecture, and security within complex multi-platform environments.
- Enterprise experience with server administration tasks using Windows Server 2008-2019, Active Directory, Group Policy, Azure, Apache, IIS, DNS, DHCP, NAS, VPN, NTFS and Linux file permissions, Linux, Mac OS, GPU Simulation servers, print servers, backup servers, and licensing servers.
- Experienced with an array of hardware such as Meraki and Sonicwall firewalls, Blonder Tongue CMTS, Ubiquiti controller and APs, Netgear managed switches, routers, and custom cabling.
- Experienced working with client side web technologies such as HTML, CSS, Bootstrap, XML, and Javascript.
- Proficient in scripting using Powershell, Linux Bash, AutoHotkey, Python and Selenium.
- Experienced in project planning including UML, Design Modeling, Requirements Engineering, Usability Testing, and Unit Testing with JUnit.
- Experienced working with clients to drive customer success by collaborating with cross-functional teams.
- Successfully solved over 5,000 tickets using multiple ticketing platforms including ConnectWise, and Jira.
- Proficient in the Agile Scrum Project Management Methodology.

Education

Master of Science

Oakland University, Rochester, MI

Major: Computer Science **Specialization:** Human Computer Interaction

Expected Completion: April 2022, GPA: 3.85

Bachelor of Science

Oakland University, Rochester, MI

Major: Computer Science **Specializations:** Human Computer Interaction, System Administration

December 2019

Publications and Research

- First Author, "*Designing for Consent: Increasing User Safety on Dating Apps with AI-Mediated Communication*", Ongoing
- First Author, "*Rethinking Dating Apps as Sexual Consent Apps: A New Use Case for AI-Mediated Communication*", Companion Publication of the 2021 Conference on Computer Supported Cooperative Work and Social Computing, October 2021
- Second Author, "*Computer-Mediated Consent to Sex: The Context of Tinder*", Proceedings of the ACM on Human-Computer Interaction, April 2021
- Co-Author, "*Supporting Women in Online Dating with a Messaging Interface that Improves their Face-to-Face Meeting Decisions*", Conference on Computer-Supported Cooperative Work and Social Computing, October 2020
- Co-Author, "*Towards a Taxonomy of Social VR Application Design*", CHI PLAY, October 2019

Technical Experience

Powerhouse Charity Marathon, Horror-ible Games Charity Marathon, Licenseathon Charity Marathon

Volunteer Broadcast Engineering Team Lead

September 2020 - Present

- Lead teams of 5-12 people that control, maintain, and moderate live streams lasting up to 72 hours.
- Trained staff on how to use a complex suit of software used for running live streams including OBS, Scoreboard, Custom Node-RED dashboards, Livesplit, Nightbot, Teamviewer, and the Twitch Moderation Dashboard.
- Conducted QA testing and re-designed the user flows for custom dashboards used by our moderation team.
- Conduct greenroom audio and video setup for hundreds of different performers.

- Moderate live stream content in order to ensure content is family friendly.
- Moderate viewer chat rooms during live streams.
- Successfully raised over \$15,000 for charity over the course of six marathons.

Oakland University School of Engineering and Computer Science, Rochester, MI

Human Computer Interaction Researcher

May 2019 - Present

- Authored and published multiple academic papers in peer-reviewed conferences such as CSCW, PACMHCI, CHI.
- Design and execute research plans overseeing a team of 3-5 people using Agile Scrum.
- Conduct qualitative interview, focus group, and participatory design studies with vulnerable populations.
- Designed and created surveys used for data collection in Qualtrics.
- Use Agile Scrum Methodology to complete research goals on time as a team.
- Create visual representations of data for analysis using Mirro and Draw.io.

Whisker, Auburn Hills, MI

Network Engineer

March 2021 - July 2021

- Managed and troubleshooted servers in an enterprise environment, including active directory, group policy, DNS, DHCP, NAS, RADIUS, and VPN servers.
- Configured network equipment such as Sonicwall Firewalls, Blonder Tongue CMTS, Netgear managed switches, PDK Access Control, and Ubiquity controllers with WAPs.
- Designed an updated IP addressing scheme and provisioned a new DHCP server on Windows Server in order to decommission an outdated Sonicwall DHCP server.
- Provisioned a RADIUS server to authenticate users on both the VPN and WAPs in the office.
- Created extensive documentation for the company's network infrastructure and server configurations in Jira.
- Provided support for various user devices including, Windows, Mac OS, Android, and iOS devices.
- Worked with PMs and developers to better the user experience of the AutoPets Connect mobile app to increase usability, reduce frustration, and simplify the user flow for over 300,000 users.

Oakland University Career Services, Rochester, MI

Information Technology Intern

April 2018 – December 2019

- Worked one-on-one with staff from various colleges to create and manage a virtual internship environment that met the needs of their department with the goal of replacing paper records systems.
- Trained and assisted non-technical staff from various colleges on managing internships in Handshake.
- Created extensive documentation and step-by-step guides for the internship management staff based on their specific environment.
- Completed multiple presentations for staff from different schools across the university in order to inform them about the Internship Management Services offered by Career Services.
- Automated extensive web browser tasks using Python, Selenium, third-party libraries, and PyCharm.
- Created Looker queries in order to generate datasets for university staff and public dashboards.
- Troubleshooted software and hardware for computers, Windows servers, and multi format printers.
- Set up and maintained hardware and software for large events and career fairs with 1500+ attendees.
- Created detailed documentation for all aspects of daily work including; applications I developed, daily system administrator workflow, instructions for how to use supported systems, and template responses to common questions and issues.

Oakland University School of Engineering and Computer Science Computer Technology Office, Rochester, MI

Assistant System Administrator

September 2015 – October 2017

- Managed and troubleshooted Windows and Mac client software and hardware.
- Managed and configured servers in an enterprise environment, including active directory, group policy, DNS, DHCP, NAS, Linux GPU simulation servers, print servers, and licensing servers.
- Managed, set up, and troubleshooted networking switches, routers, Sonicwall firewalls, and other network hardware.
- Created detailed documentation on all aspects of system administrator duties and server configuration.
- Created Powershell and Linux bash scripts to automate system administration tasks.

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