

# Nicholas Gay

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## Summary:

University of Louisville Computer Information Systems graduate seeking an entry level position that uses basic web development and programming skills. Interests also expanded into human resource groups and improving workplace culture. Experience with troubleshooting IT issues and providing support to non-IT users. Strong organizational skills and a very consistent work ethic. Comes to work with a smile everyday.

## Education:

### University of Louisville

Bachelor of Science in Business Administration, Computer Information Systems

GPA: 3.188

Bachelor of Arts in Music/General

## Accomplishments:

- Dean's List 2014, 2015, 2017, and 2019
- Athletic Director's Honor Roll 2014-2017
- Woodford R. Porter Scholar (Full Tuition and Housing) and Schupbach Music Scholarship
- Kentucky Governor's Scholar
- Graduated Top 10 in High School Class
- Received a letter of recognition for exemplary work during Norton Thin Client Replacement Project
- Highest Productivity on the KFC Help Desk for all of 2020 and Highest Amount of Chats taken on Night Shift for the same year. Third best balanced scorecard for the entire desk as well.

## Computer Skills:

- Proficient with Microsoft Excel, Microsoft Access, Microsoft Word
- Proficient with Google Office Products
- Programming languages: HTML, CSS, C#, SQL
- Basic knowledge of Computer Architectures
- Some experience with Linux OS
- Service Now Ticketing System

## Work Experience:

### KFC Help Desk Spring 2019 - Present

- Provides IT support for all KFC US restaurants. Problems range from basic hardware support such as point of sale and pc replacement to operational ones like onboarding new employees through KFC's hiring system, and generally any other issue that may arise. Through this position I have gained a wealth of technical and operational knowledge for KFC. The job also involves a great deal of customer service.

### Norton Healthcare/Brookssource Technical Youth

Summer 2018

Hardware Support Technician

- Contributed to completion of the second phase of the Thin Client Replacement Project. My duties included swapping out outdated thin clients with newer ones, communicating and cooperating with other employees from different departments, and using basic problem-solving skills to get by whenever things went wrong and the problem needed to be solved.

### Belle of Louisville/Spirit of Jefferson

Summer 2016-2019

Food and Beverage Department Assistant

- Work as a cashier in photos, souvenirs, and concessions; serve drinks from behind the bar.

### Ford Motor Company Kentucky Truck Plant

Summer 2015, Summer 2016

Assembly Line, Temporary Employee

- Summer Job working on assembly line.

### Louisville Youth Orchestra

Fall 2014-Spring 2015, Fall 2015-Spring 2016

Assistant Music Librarian

- Set up the seating arrangements for each ensemble, ensured that all the members of each ensemble signed in, organized all the music that was being rehearsed at the time.

**Involvement**

African American Male Initiative	Fall 2017-2018
Brothers United (Student African American Brotherhood)	Fall 2016-Spring 2019
Cardinal Pride Pep Band	Fall 2014-Spring 2019
University of Louisville Wind Ensemble and Symphonic Band	Fall 2014- Spring 2018
Society of Porter Scholars	Fall 2014-Spring 2019
Cardinal Marching Band	Fall 2014-2016
Black Lives United (KFC Business Resource Group)	2020- Present
Hungry Young Professionals Engaging (KFC BRG)	2020- Present