Nicolas Laverde — Web Developer & IT Specialist

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Languages: English (Expert), Spanish (Fluent)

Summary

Bilingual full-stack web developer and IT specialist with 5+ years across web apps, systems administration, and cloud.

Ship responsive, secure apps; manage AD, networks, and endpoints; and improve ops with automation and data.

Strengths in JavaScript/TypeScript, Python, SQL, and AWS. Known for fast troubleshooting and measurable impact in uptime, visibility, and cost reduction.

Core Skills

Web: HTML5, CSS, Bootstrap, Responsive Design, React, Angular, Node.js, REST APIs

Programming: JavaScript/TypeScript, Python, Java, C/C++, C#

Data: MySQL, Microsoft SQL Server, SQL, Data Modeling

DevOps: Git/GitHub, CI/CD, Linux, AWS

IT / Admin: Active Directory, Group Policy, Networking, Security, Troubleshooting

Methods: Agile/Scrum, SDLC, Unit Testing, Test Cases

Experience

IT Specialist / System Administrator — Townley Engineering & Manufacturing, Candler, FL — Feb 2025–Present

- Migrated legacy Microsoft Access workflows to a secure web platform.

- Built real-time work-order & inspection tracking to increase production visibility.

- Designed centralized customer/parts database to reduce redundancy and errors.

- Administer servers, networks, endpoints, AD & GPO; resolve issues quickly to maintain reliability.

Web Developer — Mr. Digitals Web Solutions, Ocala, FL — Sep 2024–Present

- Built and maintained client sites using modern frameworks/CMS; implemented SEO strategies and analytics.

- Drove visibility and ROI through targeted content, performance tuning, and A/B testing.

Operations Technician — Roberts Funeral Home of Ocala — Oct 2023–Jul 2024

- Redesigned website; increased online inquiries by 15%.

- Resolved IT issues to streamline online contract processing and documentation.

Manager / Transfer Care Specialist — Nature Coast Mortuary Transport — Dec 2019–Oct 2023

- Launched a website that increased service inquiries by 20% in six months.

- Supervised 5 drivers across 3 counties; implemented vehicle tracking and automated records.

Tier 2 Technical Support — Sitel Group — Mar 2016–Oct 2019

- Resolved 2,000+ tickets with 85% CSAT; improved UI flows in web tools for easier navigation.

- Delivered remote software/hardware support with rapid time-to-resolution.

Education

B.S., Computer & Information Sciences — Rasmussen University — Dec 2022–Sep 2024

Core: Python, Java, C++, SQL, Algorithms & Data Structures, OS, IT Infrastructure, Cloud, Security; Agile & teamwork.

A.S., Software Application Development — Rasmussen University — Jun 2021–Dec 2022

Core: Python, Java, C#, JavaScript, SQL; SDLC; capstone projects.

Certifications

- CPR, AED, First Aid (Valid Jan 2025–Jan 2027)

- Crematory Operator Training (FL regulations & equipment) — Jun 2023–Present

- Combating Medicare Parts C & D Fraud, Waste & Abuse — Jan 2025–Present

- Class E Driver's License (Valid)