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# Nicole Mantis

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<https://github.com/NikkyMantis>

## OBJECTIVE

Adaptable and customer-oriented professional combining over eight years of detailed leadership experience with advanced technical training in computer systems and IT infrastructure. Seeking to leverage both technical expertise and interpersonal strengths to support technology operations, customer experience, and system reliability in a dynamic organization.

## TECHNICAL SKILLS

- Programming: Java, Python
- Databases: SQL, MySQL
- Web Development: HTML, CSS
- Hardware & Systems: PC assembly, hardware repair, diagnostics, peripheral configuration
- Tools & Environments: Git/GitHub, Android Studio, Xcode, IntelliJ IDEA, Visual Studio Code, jGrasp
- Operating Systems: Windows, Mac, Linux

## SOFT SKILLS

- Strong communication and customer engagement abilities
- Proven leadership, training, and mentoring experience
- Excellent problem-solving and analytical thinking
- Highly adaptable and dependable under pressure
- Detail-oriented with strong organizational skills
- Team-oriented with a positive, collaborative attitude

## EXPERIENCE

**Field Technology Captain Intern - The Home Depot, Chicagoland, IL**

*July 2025 - Present*

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- Support operation and maintenance of store technology including POS systems, printers, scan guns, and security cameras
  - Troubleshoot hardware, software, and basic network issues to minimize downtime and maintain store operations
  - Document repair and configuration procedures to improve future diagnostics and reduce repeat issues
  - Coordinate with IT for patching, upgrades, and device replacements across multiple store locations.

**Head Cashier — The Home Depot, Evanston, IL**

*May 2017 – Present*

- Deliver consistent customer service while managing front-end operations and transaction flow
- Train and mentor new associates, ensuring adherence to operational procedures and company standards
- Promote The Home Depot's services and benefits to create shareholder value
- Track operational metrics and performance trends to identify improvement opportunities
- Lead by example to maintain a productive, positive, and efficient team environment

**Student Grader — Northeastern Illinois University, Chicago, IL**

*January 2024 – Present*

- Grade assignments and projects for Computer Science courses including Software Engineering and Data Management
- Provide detailed written feedback to help students understand programming concepts and database fundamentals
- Collaborate with professor to maintain grading consistency and academic integrity

**EDUCATION**

**NORTHEASTERN ILLINOIS UNIVERSITY, CHICAGO, IL**

AUGUST 2021 - PRESENT

**WILBUR WRIGHT COLLEGE, CHICAGO, IL**

AUGUST 2018 - MAY 2021

**TAFT HIGH SCHOOL, CHICAGO, IL**

SEPTEMBER 2016 - JUNE 2018