

# Nicholas Jonathan

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## SUMMARY

Tech-savvy professional with a strong background in technical support, data management, and design tools. Known for delivering results and driving operational excellence. Adept at troubleshooting and software solutions.

## EXPERIENCE

### Technology Aide

New York Public Library

December 2022 - Present, US, New York, Manhattan

- Provide technical support, identified and resolved basic technical issues for patrons.
- Assist with computer use, printing, and setup of equipment for classes and programs.
- Greet visitors and provided information about the library's computer services.
- Assist with hardware and software installation when needed.
- Provide comprehensive technology support for a user base of over 500 staff and patrons, ensuring a 99% uptime for the workplace and significantly raising satisfaction by streamlining the ticketing system.

### Expense/Billing Clerk

Swiss Post Solutions

July 2022 - July 2022, US, New York, Manhattan

- Managed expense reports, reducing expenses by 15% through efficient tracking.
- Streamlines invoice processing system using Microsoft Excel and Concur, handling over 200 invoices monthly, which cut processing times and improved billing accuracy.

### Data Entry/Mail Room Clerk

Kroll

May 2022 - May 2022, US, New York, Brooklyn

- Processed legal documents, improving workflow efficiency by 20%.
- Processed over 200 data records and managed upwards of 100 mail items per day, ensuring 100% accuracy and on-time distribution to appropriate departments.

### Independent Contractor | Remote

Upwork

January 2020 - February 2022, New York, NY

- Coordinated with clients to meet deadlines and ensure project success.
- Managed a diverse project portfolio for over 15 clients, successfully meeting all deliverables with 98% on-time completion rate, by leveraging expertise in cross-functional communication and deadline-driven environments.

### Community Engagement Intern | Remote

EGD Collective

December 2020 - May 2021, New York, NY

- Gathered accurate information from vendors and independent studios.
- Successfully moderated speaker and exhibition panels at an annual non-profit convention.
- Developed and executed a social media strategy across multiple platforms, increasing community engagement by 150%.

### Quality Assurance Engineer Intern | Remote

Careerist

March 2020 - August 2020, New York, NY

- Collaborated in team meetings with IT leads, the QA department, and developers.
- Developed comprehensive test plans and executed 500+ test cases for mobile and web applications, achieving a 95% defect detection rate that contributed to enhancing product quality and user experience.

## EDUCATION

### Bachelor of Fine Arts

Alfred University • US, NY, Alfred

## SKILLS

– **Technical Skills:** Excel, Microsoft Office, Photoshop, Unity 3D, Jira, SQL, Data Entry, C#, Support, Data Analysis, HTML, Digital Design, PowerPoint, Manual Testing, Concur, Virtual Reality, Slack, Tinkercad, Blender, Premiere Pro, Figma, Illustrator, InDesign, Website Design, FDM Printing

– **Soft Skills:** Problem Solving, Communication, Team Collaboration, Teamwork, Adaptability, Customer Service

✓ **Certifications:** Google UX Design