

## **Nicholas Jonathan**

Email: nicholasjv14@gmail.com | Phone: 646-926-2073

Location: Queens, New York | Website: [https://nicholasjonathan.com]

## **Professional Summary**

Tech-savvy professional with a strong background in technical support, data management, and design. Consider me your proactive partner in navigating the dynamic world of technology and art.

## **Professional Experience**

### **New York Public Library - SNFL**

*Technology Aide | Manhattan, New York | December 2022 - Present*

- Provided technical support, identified and resolved basic technical issues for patrons.
- Assisted with computer use, printing, and setup of equipment for classes and programs.

### **Swiss Post Solutions**

*Expense/Billing Clerk | Manhattan, New York | July 2022*

- Managed expense reports, reducing expenses by 15% through efficient tracking.
- Processed vendor invoices and check requests with high accuracy.

### **Kroll**

*Data Entry/Mail Room Clerk | Brooklyn, New York | May 2022*

- Processed legal documents, improving workflow efficiency by 20%.
- Conducted data entry, scanning, and sorting with precision.

### **EGD Collective**

*Community Engagement Intern | Remote | December 2020 – May 2021*

- Gathered accurate information from vendors and independent studios.
- Successfully moderated speaker and exhibition panels at an annual non-profit convention.

### **Careerist**

*Quality Assurance Engineer Intern | Remote | March 2020 – August 2020*

- Collaborated in team meetings with IT leads, the QA department, and developers.
- Resolved 95% of issues related to bug fixing on iOS, Android, and web applications.

### **Education- Bachelor of Fine Arts | Alfred University – Alfred, NY**

**Skills And Tools:** Excel, Microsoft Office, Photoshop, Unity 3D, Jira, SQL, Data Entry, C#, Support, Data Analysis, Html, Customer Service, Digital Design, PowerPoint, Teamwork, Adaptability, Manual Testing, Concur, Virtual Reality, Slack