

Nicholas Jonathan

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SUMMARY

Tech-savvy professional with a strong background in technical support, data management, and project coordination. 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

- Provided technical support, identified and resolved basic technical issues for patrons.
- Assisted with computer use, printing, and setup of equipment for classes and programs.
- Greeted visitors and provided information about the library's computer services.
- Assist with hardware and software installation when needed.
- Provided 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

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– **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

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