

Nicholas Jonathan

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PROFESSIONAL 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.

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.
- Greeted visitors and provided information about the library's computer services.

Swiss Post Solutions

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

- Managed expense reports, reducing expenses by 15% through efficient tracking.
- Coordinated domestic and international travel, including flights, hotels, and cars.
- 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.
- Learned company's proprietary software for claims management.

Upwork

Independent Contractor / Remote / January 2020 – February 2022

- Coordinated with clients to meet deadlines and ensure project success.
- Created digital designs and advertising content, resulting in a 30% increase in click-through rates.
- Managed the digitized client content and organized uploads.
- Effectively gathered correct instructions and information from clients.

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.

- Conducted thorough testing of iOS, Android, and web applications.

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.
- Utilized social media to engage with the community, resulting in a 25% increase in online engagement.

EDUCATION

Bachelor of Fine Arts / Alfred University – Alfred, NY

SKILLS

- **Technical Skills:** Excel, Microsoft Office, Photoshop, Unity3D, Jira, SQL, Data Entry, C#
- **Soft Skills:** Problem-solving, Communication, Team Collaboration