

Nick Corso-Passaro

A thoughtful leader and strategist striving to create moments of joy in every product experience.

20 Exchange Place
New York, NY 10005
(203) 501-6202
nick@ncp.works

EXPERIENCE

IPsoft Inc., New York, NY — *Various Roles*

JUL 2016 - JAN 2021

Customer Experience Manager (Cognitive)

Lead a team of front end developers designing and building the end-user interface for Amelia across desktop, mobile, and other form factors.

Collaborated with customers to design the user experience of Amelia for their end-users.

Collaborated with the R&D team to design front end features as the Amelia platform evolved through several versions.

Senior R&D Engineer

Worked in a team of engineers to improve the Amelia platform and surrounding ecosystem.

Designed and developed content for the Amelia Marketplace Solutions such as 1Bank.

Designed and developed several command-line applications used to automate administration and deployment processes in the Amelia platform.

Designed and developed a web application with scalable services for managing configuration and deployment of the Amelia platform.

Cognitive Technical Lead

Lead a team of engineers in designing, developing, testing, deploying, and maintaining customer use cases.

Provided peer review and technical assistance to all project teams.

Started a CI/CD practice to be used for Amelia projects hosted internally.

Provided training to customers and employees on the Amelia platform.

Performed demos of use cases to both internal and customer stakeholders.

Worked closely with the R&D team to provide feedback and early testing for the Amelia platform.

SKILLS

Java, Python, JavaScript, SQL,
Git

AWARDS

Rockstar of the Month, FEB
2018 – IPsoft

Rockstar of the Year, 2018 –
IPsoft

LANGUAGES

English

HOBBIES

Gaming (video, board, card,
pretty much all of it)
Golf
Chess
Debate

Cognitive Implementation Engineer

Started as the 10th engineer on a recently formed delivery team for the AI assistant platform, Amelia.

Innovated best practices and processes for design, development, testing, deployment, and maintenance of projects in the Amelia platform.

Collaborated with customers to design and implement use cases in the Amelia platform as well as collect feedback to improve the platform.

Became a go-to source of information on the capabilities of Amelia for both customers and internal employees.

Interviewed and mentored many new engineering hires in offices around the world.

Deutsche Bank, New York, NY — *Production Management Associate*

JUN 2015 - JUL 2016

Started as the 6th member of the team along with one other team member who was fresh out of school. Worked side by side with equities sales traders on the trading desk to support trading applications and provide custom reporting.

Worked with regulators to perform trade auditing by confirming information from order flow as well as documenting and executing disaster recovery procedures for all trading applications and infrastructure.

Automated several manual processes used to support trading applications such as refreshing symbology and market data and generating reports. Additional automation and simplification efforts were made for managing the uptime schedule of critical trading services.

Implemented a large scale project to coordinate the restart and downtime schedule of the fleet of servers that were used by the equities trade desk and several other parts of the bank, this included roughly 1000 physical servers.

Kliger-Weiss Infosystems, Greenvale, NY — *System Operations Administrator*

MAY 2012 - MAY 2015

Started as the first line for desktop support for KWI and their sister company The Zellman Group as the 4th member of the System Operations team.

Performed routine administration tasks for Microsoft Active Directory and Exchange email servers.

Automated and streamlined ticket workflows used internally for tracking the majority of tasks across the organization. Reduced average backlog size for operations tickets by 50%.

Automated solutions for the most common operations issues such as Outlook configuration, mapping shared network drives and installing software and OS updates.

Created a network testing solution for customers to enable better in-store support for KWI software.

Designed and implemented a shared virtual desktop solution for the help desk to better support customers using KWI software.

EDUCATION

New York Institute of Technology, Old Westbury, NY — *Bachelors of Science in Computer Science*

SEP 2011 - MAY 2015

Institute of Electrical and Electronics Engineers - Vice President and Treasurer

Office of and Residence Life - Resident Assistant/Advisor

Phi Eta Sigma Freshman Honor Society - 3.75 GPA

Upsilon Pi Epsilon Honor Society - Faculty Recommendation

PROJECTS

Project Name — *Detail*

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