**Zachary Nikkel**

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[Zachary.Nikkel1@gmail.com](mailto:Zachary.Nikkel1@gmail.com) Helena, MT 59601

**Education:** A.A.S Software Development

Helena College – UM Helena, MT 2021-2024

**Experience:**

**Keeper of the Green** Helena, MT August 2023 – Present,

Gardener and Compliance Manager August 2018 – August 2021

* Implemented seed-to-sale tracking system to reduce time spent on inventory control.
* Introduced Point-of-Sale system that improved transaction speed and efficiency.
* Trained employees in all standard functions of the business.
* Provided clients with individualized service catered to their needs.

**UPS** Helena, MT August 2021 – August 2023

Comprehensive Health and Safety Supervisor

* Promoted from Package Handler January 2022
* Trained employees in UPS’s safety methods and procedures
* Reported the Helena Hub’s volume and maintained scanner equipment

**Handlebar Coffee Roasters** Santa Barbara, CA August 2017 – August 2018

Barista

* Completed over 200 orders per day with a friendly and professional attitude
* Maintained store and equipment cleanliness
* Trained other employees on Point-of-Sale system

**Bridge Pizza**  Helena, MT June 2016 – July 2017

Delivery Driver

* Delivered food in a safe and timely manner
* Provided customers with friendly customer service
* Assisted kitchen staff with food preparation and clean up

**406 Landscapes** Helena, MT May 2013 – June 2017

Landscaper

* Coordinated irrigation system scheduling and maintenance
* Maintained commercial and residential properties
* Safely handled and transported heavy equipment

**Skills:**

**Customer Service Skills:**

* Strong communication skills for effective interaction with customers and team members
* Understanding of customer needs and providing personalized solutions
* Ability to handle customer complaints and disputes professionally

**Software Development Skills:**

* Proficiency in programming languages such as Python, Java, C#, JavaScript
* Familiarity with development tools such as Git, Docker, Node.js, and React
* Experience with database systems such as MySQL, MongoDB, and SQL Server
* Understanding of agile software development practices.
* Skills in writing unit tests, debugging code, and ensuring software quality.