

ZACH NICHOLSON

SOFTWARE DEVELOPER

CONTACT

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SKILLS

- HTML
- CSS
- Javascript
- Python
- Django
- React + Hooks
- Git + Github

PROFILE

Coming from a background in writing and music, I've been able to use my creativity to solve difficult problems through writing code. After years of work in customer service, I'm keen to the user experience and excited to make that experience easy and enjoyable.

PROJECTS

Code Habit provides a space to practice coding problems. Once a user solves a problem, that problem will be moved to a review stack. Users will encounter reviews depending on what they rated the difficulty of the problem. More difficult problems will appear sooner while easier problems will appear later.

- Managed page states with React Hooks
- Calculated review timer with SM-2 algorithm
- Built out JSON database with many-to-many and one-to-many relationships
- Created custom buttons and page style with CSS
- Planned out ERD with dbdiagram.io
- Built wireframes in Sketchboard for component dependency, UX flow, and page layout

github.com/ZachNich/code_habit

EXPERIENCE

FULL STACK SOFTWARE DEVELOPER

NASHVILLE SOFTWARE SCHOOL | APR 2020 - SEP 2020

Intensive 6-month full-time software development bootcamp focused on Javascript, React, Python, and Django.

- Dynamic apps created with HTML5, Javascript, React + Hooks, Python, and Django
- Object-oriented design and data structures with Python
- Version control with Git and Github
- Data management with one-to-many and many-to-many relationships with JSON server
- Responsive app style and design with CSS3, Bootstrap, and React-Bootstrap
- Project creation and group synergy through scrum framework and AGILE methodology

LBS CUSTOMER EXPERIENCE ASSOCIATE

LYFT | NOV 2019 - APR 2020

- Maintained Twitter and Facebook responses for Lyft's many bike and scooter brands using Khoros
- Handled email responses using ZenDesk for Lyft's bike and scooter brands
- Brainstormed and pitched ideas for process efficiency and language efficacy

CUSTOMER EXPERIENCE ASSOCIATE

WARBY PARKER | NOV 2016 - JULY 2019

- Assisted users via phone, email, text, and chat with various issues
- Alerted ops to larger-scale issues using JIRA ticketing system
- As a shipping expert, helped internally with shipping issues, noted disruptive patterns using Google Sheets and Looker data, and trained other upcoming experts
- Worked with talent team to innovate and maintain internal L&D opportunities

HACKATHONS

MLH's HackItShipt 2020

English-to-pirate translator

github.com/ZachNich/pirate_talk

MLH's Hacky Birthday 2020

Drag & drop code syntax game

github.com/ZachNich/code_blocks

MLH's Suns Out Hacks Out 2020

World map of past shipwrecks

github.com/ZachNich/shipwreck_map

EDUCATION

NASHVILLE SOFTWARE SCHOOL

APR 2020 - SEP 2020

BACHELOR OF ARTS, ENGLISH: WRITING

UNIVERSITY OF TENNESSEE, CHATTANOOGA | 2011 - 2016

ASIA STUDIES MINOR