

# Nicholas Richmond

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## Summary

Hello World!

My name is Nicholas Richmond, I am a front-end web developer getting certifications through IBM and will be a Computer Science Major student starting 2023 at University of Colorado Boulder. I am very passionate about cybersecurity, web development and spend most of my free time practicing the craft. I am proficient in HTML, CSS, JavaScript, GitHub, and React.js; I have also self learnt a lot about data analytics, SQL and Pearl. I am seeking for a chance with an internship or entry-level position in Cybersecurity and Web Development so I can learn more and develop myself in this amazing field.

## Experience



### Customer Service Representative

Greenix

Aug 2022 - Present (5 months)

- Receive calls from potential and current customers with questions or concerns (Scheduling, billing inquiries, service concerns, general questions).
- Maintain a high level of product and customer service by answering questions about Greenix products and services clearly and concisely.
- Demonstrate excellent communication skills when interacting with customers.



### Manager

Escape It Houston

Sep 2021 - May 2022 (9 months)

- Keyholder in charge of opening and closing store.
- In charge of the hiring process.
- Monitor different games.
- Resolve customer complaints.
- Troubleshoot electrical and mechanical errors in the games.
- Ensure that the operation is running on schedule.
- Handle cash register and bookkeeping.



### Game Master

Escape It Houston

Feb 2018 - May 2022 (4 years 4 months)

- Took customers into their escape rooms and explained how to play and moderated one hour-long game.
- Ran the reception desk, answered phone calls, and managed customer payments.
- Fixed the wiring for the props, soldered, and created props for the rooms.

-Ran booths at a variety of conventions to advertise the business.



## **Retail Store Manager**

Party City

Jan 2017 - Nov 2017 (11 months)

- Helped in the hiring process of employees.
- Ran the biggest aisle of the store, did stocking, and made sure there were no empty spots in the aisles.
- In charge of a team every day, all while processing refunds and taking care of any issues that arise.
- Calculated the night money to make sure everything added up.
- Managed another location that had just opened for a few weeks in order to get the employees up to par.
- Helped in advertising the store creating different sales and events to bring in more profit.

## **Education**



### **University of Houston**

Bachelor of Arts - BA, English Concentration in Applied Linguistics

Aug 2020 - Dec 2022



### **University of Colorado Boulder**

Post-Baccalaureate, Computer Science

## **Licenses & Certifications**



**Learn HTML Course** - Codecademy



**edX Verified Certificate for Introduction to Cloud Development with HTML, CSS, and JavaScript** - edX

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**Learn CSS Course** - Codecademy



**Learn Bootstrap Course** - Codecademy



**Learn CSS: Box Model and Layout Course** - Codecademy

## **Skills**

GitHub • SQL • React.js • JavaScript • Cascading Style Sheets (CSS) • HTML5 • Customer Service • Microsoft Office • Electronics