

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. I am very passionate about web development and spend most of my free time practicing the craft. I am proficient in HTML, CSS, JavaScript, GitHub, and React.js. I am seeking for a chance with an internship or entry-level position to learn more about the field I love.

Experience



Customer Service Representative

Greenix

Aug 2022 - Present (3 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.



Projectionist / I.T

Santikos Entertainment

Aug 2014 - Jan 2017 (2 years 6 months)

- Worked at the registers, dealt with customers, and handled cash and payments.
- Worked in the projection booth, managed and controlled the building's lighting and sound, serviced the projectors.
- Made timetables for when the movies would show, as well as switched out the advertising on the movies each week.

Education



edX

Professional Certificate of Cloud Application Development Foundation, Web and Cloud Development

Aug 2022 - Dec 2022

Learning the fundamentals of Cloud Application Development with IBM using the edX course



University of Houston College of Education

Minor Degree, Education

Jan 2022 - Dec 2022



University of Houston

Bachelor of Arts - BA, English Concentration in Applied Linguistics

Jan 2020 - Dec 2022



Lone Star College

Associate of Arts - AA, English Language and Literature, General

2015 - 2020

Licenses & Certifications



Learn HTML Course - Codecademy



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

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Skills

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