

# NICOLAS SHOSEY

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*Versatile IT professional with a demonstrated history in customer service, quality assurance, and software development. Proficient in React.js, JavaScript, HTML5, CSS, and Cypress. Experienced in troubleshooting and resolving software and hardware issues. Seeking a Software Developer role. Check out my work at [nickshosey.dev](http://nickshosey.dev).*

## WORK EXPERIENCE

Junior Software Developer (08/2022 - 05/2023) - LynxDx, Ann Arbor, MI

- \* Led the transition from IT support to software development.
- \* Developed web applications using React.js, JavaScript, HTML5, CSS, and Cypress.
- \* Collaborated on design and implementation of software solutions.

IT Support Specialist (08/2021 - 08/2022) - LynxDx, Ann Arbor, MI

- \* Ensured system functionality and addressed technical issues.
- \* Worked with teams to enhance IT infrastructure and cybersecurity.

Call Center Level 2 Support (06/2020 - 08/2021) - Opusivs, Ann Arbor, MI

- \* Addressed customer issues related to Opus IVS products.
- \* Provided clear technical information and supported team training.

## SKILLS

React.JS (1 year), JavaScript (1 year), HTML5 (1 year), CSS (1 year), Node (1 year), Cypress.io (1 year), Troubleshooting (5 years), GIT (1 year)