

NICOLAS SHOSEY

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Versatile IT professional with a demonstrated history in customer service, quality assurance, and software development. Proficient in a variety of programming languages including React.js, JavaScript, HTML5, CSS, and Cypress. Experience in troubleshooting, diagnosing, and resolving software and hardware issues. Seeking to leverage these skills in a Software Developer role.

WORK EXPERIENCE

Junior Software Developer

08/2022 to 05/2023

LynxDx

Ann Arbor, MI

- Transitioned from IT support to software development role, demonstrating adaptability and technical proficiency.
- Developed and maintained applications utilizing React.js, JavaScript, HTML5, CSS, and Cypress.
- Collaborated with cross-functional teams to design and implement software solutions.
- Ensured code quality and maintainability by enforcing patterns and technical standards.

IT Support Specialist

08/2021 to 08/2022

LynxDx

Ann Arbor, MI

- Ensured system functionality and reliability through effective IT support.
- Promptly responded to and resolved system issues, minimizing downtime.
- Adhered to communication procedures, guidelines, and policies.

Call Center Level 2 Support

06/2020 to 08/2021

Opusivs

Ann Arbor, MI

- Troubleshoot and resolved issues with Opus IVS products and services.
- Provided accurate information to customers, facilitating understanding of complex technical issues.

Quality and Test Technician

02/2018 to 02/2020

A123 Systems

Livonia, MI

- Supported quality at all stages of manufacturing processes.
- Assisted in the integration of new and improved techniques for test executions.
- Tested experimental models under simulated operating conditions.

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

EDUCATION

Cleary University

Associate

Computer Information Systems