

# Nikole F. Riera

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## EDUCATION

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### University of Connecticut

*B.S. in Computer Science | Minor in Economics*

**Concentration:** Computational Data Analytics

**Related Coursework:** Data Structures and Object-Oriented Design, Systems Programming, Artificial Intelligence

**Programming:** Python, SQL, JQL, C, HTML, CSS, JavaScript, RISC-V

**Tools:** Visual Studio Code, Jupyter Notebooks, Microsoft Excel, Jira, Confluence, Microsoft Power Automate

**Certifications:** Lean Six Sigma Yellow Belt

**Storrs, Connecticut**

*August 2022 - May 2026*

## EXPERIENCE

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### Information Technology Intern

*Lavner Education*

**New York, New York**

*June 2023 – August 2023*

- Successfully debugged code and provided IT support to improve performance
- Conducted analysis to propose data-driven solutions for system improvements
- Collaborated with teams to enhance user experience and system functionality

### IT Strategy and Governance Intern

*Webster Bank*

**Southington, Connecticut**

*May 2024 – August 2024*

- Contributed to ATX Intake processes to ensure accurate information gathering and analysis
- Conducted detailed searches using Jira Query Language (JQL) to identify missing Jira IDs for Fiserv, ensuring data integrity and supporting accurate project documentation
- Maintained over 1,000 data hygiene standards critical for seamless communication with COUPA vendors.
- Designed a Jira card generator using Microsoft Power Automate significantly reducing manual effort and improving task creation efficiency

### Software Engineering Fellow

*Headstarter AI*

**New York, New York**

*July 2024 – Present*

- Developed an AI-powered customer support chatbot using Next.js and the OpenAI API, enhancing automated customer interactions.
- Applied machine learning techniques and software development practices to create innovative AI-driven solutions
- Implemented multi-language support for the AI customer support chatbot, catering to a diverse customer base

## PROJECTS

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### Data Interactive Dashboard

Python, Excel

- Interactive Dashboard using Streamlit for dashboard and Plotly for data visualization

### Spotify Wrapped

Python, Google Sheets

- Spotify Wrapped using Spotify APIs and Google Sheets to gather user data on recent Spotify songs

### Pantry Tracker

JavaScript

- Pantry management application using Next.js, Material UI, and Firebase, enabling users to track inventory

## ACTIVITIES AND LEADERSHIP

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### ColorStack

*Secretary*

**Storrs, Connecticut**

*August 2023 – Present*

- Collaborated with team members on developing brand strategy and executing coding projects

### Early Immersion Program

*The Hartford*

**Hartford, Connecticut**

*June 2024 – June 2024*

- Contributed to the development and presentation of a proposal for an innovative Scholarship Insurance policy