# Nicole “Nykki” Ogbomoh

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## EDUCATION

Kennesaw State University, Kennesaw, GA — **Bachelor of Science in Computer Science,** Expected May 2026

Georgia State University, Atlanta, GA — **Master of Science in Chemistry (Bioinformatics concentration),** May 2021

Georgia State University, Atlanta, GA — **Bachelor of Science in Chemistry (Mathematics minor),** May 2017

## RELEVANT SKILLS

**Languages:** Java, Python, SQL, R, bash-scripting

**Software:** MS Visual Studio, MS Office Suite, IntelliJ IDEA

**Platforms:** Windows, macOS, Linux, Docker, AWS

**Additional:** Communication, Critical Thinking, Data Analysis, Time Management, Problem Solver

## WORK EXPERIENCE

**Apple**

Technical Support, Remote - Atlanta, GA — May 2019 – May 2023

- Adapted to communication styles of customers over the phone to achieve 80.70% Customer Satisfaction
- Maintained and provided accurate records to ensure information is up to date, achieving 94.8% Knowledge and 89.6% Compliance
- Demonstrated teamwork and time management by keeping efficiency metrics 5% below team average
- Held responsible for detailed and accurate note taking on calls and during team meetings

**Apple**

Project Manager, Remote - Atlanta, GA — June 2022– November 2022

- Implemented project management tools to track Apple inventories and resource allocations over 19 international Apple Authorized Service Resellers
- Developed and maintained 5 project documentations, including project plans, purpose statements, and instructional procedures
- Led 3 cross-functional, geographically disperse teams and collaborated with stakeholders to define project scope, goals, and deliverables while supporting quality assurance in the reporting system
- Surveyed relationships with Best Buy and Micro-Center, to continue providing and enhancing the customer shopping experience

**Georgia State University**

Graduate Research Assistant, Atlanta, GA — August 2018 – May 2021

- Initiated multi-scale quantum/molecular mechanical (QM/MM) methods to investigate the thermal isomerization of bovine isorhodopsin
- Employed tools and methods such as QM/MM optimizations, relaxed scans, and transition state isomerization
- Produced an QM/MM model starting from a PDB crystal structure
- Worked with Linux/Unix environment and bash-scripting on high performing computers