Nicholas Unger

Nunger3@gatech.edu | (203) 906-9644

EDUCATION

Georgia Institute of Technology   **Expected May 2024**
- Candidate for Bachelor of Science in Computer Science

Rochester Institute of Technology   **August 2020 – May 2022**
- Dean's List Fall 2020 through Spring 2022 semesters

WORK EXPERIENCE

M&T Bank, Buffalo, NY   **June 2022 – Present**
Technology Intern
- Working with the DigitizeNOW Agile team to lead development of the ServiceNow University 2.0 training tool
- Designing, developing, and testing ServiceNow University 2.0 using the ServiceNow platform
- Creating a smoother training workflow for M&T employees using ServiceNow to help reduce training time and increase understanding of the platform

Rochester Institute of Technology, Rochester, NY September 2021—December 2021
Teaching Assistant
- Reviewed students' work in IGME 236: "Interaction, Immersion, & the Media Interface" to help improve understanding of course material
- Graded student work and participation for Professor Caitlin Nairn

GameStop, Inc., Shelton, CT   **June 2019 – July 2021**
Senior Game Advisor
- Fulfilled managerial and customer service duties, including POS, sales, inventory and counts, shipping, opening and closing the store, and handling cash, leading to several positive surveys from customers and praise from store management

PROJECTS

ServiceNow University 2.0, Internship Project   **June 2022 – Present**
- Redesign and refactoring of first ServiceNow University project to create a better user experience
- Used HTML, CSS, JavaScript, and the Angular framework throught the ServiceNow platform to design the site and add functionality
- Designed the new access request system to let platform users pick specific courses and test out of lesson content to create a personalized, more efficient training experience

Into the Labyrinth, Academic Project   **February 2021 — May 2021**
- Worked in a team of 4 other students to design and develop a turn-based RPG
- Used C# to develop the game, applying knowledge of OOP to create a playable prototype that garnered praise from professors and students alike
- Gained knowledge of Agile software development and group programming

Teagle Humanities Fellowship, Academic Project   **June 2020 — August 2020**
- Started a conversation with an academic mentor from Yale University about how literature gave context to the COVID-19 Pandemic and Black Lives Matter demonstrations during the summer of 2020

SKILLS

Programming languages & skills: C#, C++, Java, Angular, ServiceNow, HTML, CSS, JavaScript, Python, Object-oriented programming, front end development, full stack development

Professional skills: Strong communicator, values teamwork, Agile workplace experience, Jira, Confluence, Trello