John "Nick" McDonough
Software Developer | Training Expert
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https://johncaseymcd.github.io/Portfolio

PROFESSIONAL SUMMARY

Diligent and dedicated worker with a strong customer service background and focus on technological aspects of all positions. Big-picture driven with proven results in increasing efficiency and accuracy while reducing menial tasks. Skilled trainer and effective leader.

AREAS OF EXCELLENCE

Tech Skills
- C#, .NET Framework & Core, Node.js, HTML5/CSS3/JavaScript/jQuery/Bootstrap, AWS Cloud, SEO optimization, PostgreSQL/T-SQL, API, MVC, CLI tools (PowerShell, Bash, Linux), Windows software & hardware troubleshooting and maintenance, Office suite

Professional Skills
- Problem solving, pattern recognition, data analysis, quick learning, passion for knowledge, teaching/training, conflict resolution, leadership, process improvement, quality assurance, customer service, teamwork, communication, delegation

WORK EXPERIENCE

Senior Guest Services Representative at Yaamava Resort & Casino (Sep 2023 – Present)
- Offer best-in-class personalized service to each guest, ensuring their experience at the resort is positive and memorable
- Assist guests with account inquiries, enroll new club members, explain benefits and rewards of club membership, and provide information about the resort and its amenities
- *Utilize prior technological knowledge to perform routine troubleshooting and maintenance of casino kiosks, card printers, ID scanners, and computers*

Software Engineer at SecondSight Data Discovery (Nov 2021 – Dec 2022)
- Utilized the AWS Cloud Platform to build and maintain a pipeline workflow for client's SEO-driven web pages
- Designed, optimized, and implemented database structure to store and retrieve client data at production scale of tens of millions of records per day
- Developed processes to clean and standardize aggregated client data from various sources for presentation on live website
- *Used quick learning skills to become familiar with AWS and Node.js within 60 days*

Software Dev Training Assistant at Eleven Fifty Academy (Jun 2021 – Jan 2022)
- Assisted instructors in maintaining +95% pass rate for students in the program
- Led a class of over 50 students to facilitate understanding of core programming concepts such as API development, relational databases, and object-oriented design
- Coached students one-on-one to deepen their understanding of course topics and develop habits of unit testing, debugging, and researching solutions to errors
- *Created bonus video lessons to cover important topics outside the scope of the course*

Mortgage Escrow Team Lead at Allied Solutions (May 2019 – Jul 2021)
- Acted as daily escrow point of contact for a portfolio of dozens of high-volume mortgage lenders; handled client escalations; effectively communicated between lenders, insurance companies, and internal teams to ensure timely and accurate payments
- Oversaw implementation of automated and streamlined process improvements across multiple workflows, which led to +80% decrease in missed or late escrow payments
- *Chosen as subject matter expert to lead conversations with external business development teams and internal design teams for an overhaul of department processes*

Insurance Processor II at Allied Solutions (Aug 2018 – May 2019)
- Maintained compliance with lender particulars and state & federal guidelines by quickly and accurately keying insurance information onto loan files
- Assisted QA team with designing and refining best-practice guides for entire department
- Scored 100% accuracy and +200% speed metrics on all monthly QA audits
- *Selected to train new employees and lead training courses for current employees to be promoted to second-level status*

Shift Manager at Disc Replay (Apr 2017 – Aug 2018)
- Led store to highest-grossing month (Dec 2017) and year (2017) in its history
- Managed process of buying products from both customers and vendors to keep rotating inventory and encourage repeat visits from customers
- Worked closely with regional managers and owners to resolve staff concerns

OTHER EXPERIENCE

Web Dev Chair, Discord Admin, Spotify Admin at Kpop Indiana (Jan 2022 – Present)
- Maintain current website via Squarespace while designing and building new website from scratch
- Moderate and manage community Discord server and bot integrations
- Create themed monthly Spotify playlists to drive community engagement and discovery of new music

Co-Owner, Fulfillment Mgr, Web Mgr at Saint Reverence Collective (May 2021 – Present)
- Oversee in-house product manufacturing including printing, cutting, and packaging products; fit products to templates for outsourced manufacturers' standards
- Prepare, pack, ship, track, and manage shop orders
- Design and maintain website via Shopify

EDUCATION

Indiana University-Purdue University Indianapolis (Aug 2013 – Apr 2018)
- BA in Economics with significant coursework in the schools of Music and Computer Science

Eleven Fifty Academy (Oct 2020 – May 2021)
- Software Development bootcamp course in C#/.NET Framework and web technologies
- Obtained Microsoft MTA Software Development Fundamentals certification