John "Nick" McDonough
Coder / Musician & Producer / Lifelong Learner

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PROFESSIONAL EXPERIENCE

Software Engineer @ SecondSight Data Discovery | 2021 – 2022
- Using Node.js, developed a process for normalizing object properties, storing each object in a PostgreSQL database, and retrieving the data to be injected into HTML templates
- Worked within the Amazon Web Services suite - primarily using Lambdas within Step Functions for process flow, SQS and Elasticache to pass data between processes, and S3 and CloudFront to store and serve the HTML pages
- **Assisted with optimizing and scaling database calls and HTML injection process, reducing runtime from 20 hours down to 6 hours at a production scale of over 5 million records/day**

Software Development Training Assistant @ Eleven Fifty Academy | 2021 – 2022
- Worked with students to facilitate understanding of core OOP coding concepts, API development, and full stack flow within the C# .NET Framework
- Helped students learn how to debug and research their errors/issues efficiently
- **Assisted instructors in maintaining a +95% pass rate for students in the program**

Mortgage Escrow Team Lead @ Allied Solutions | 2019 – 2021
- As the primary point of contact for 7-10 high-volume mortgage lenders, ensured timeliness and accuracy of daily escrow reports, averaging 750 loans reported per day
- Handled escalations and negotiated between lender clients, insurance companies, and internal teams for timely resolution of payment issues
- Subject matter expert for escrow remittance address databases, maintained current lender address books, and oversaw onboarding process for new lender clients
- **Reduced keying errors 80% by streamlining and automating escrow processes, and worked with application developers to remove duplicated/inactive/incorrect mappings**

Insurance Processor II @ Allied Solutions | 2018 – 2019
- Maintained compliance with lender particulars and state/federal insurance regulations by accurately transferring information from insurance documents to corresponding loan files
- Assisted with designing best practice guides and quality assurance procedures for entire IP department
- **Consistently maintained 100% accuracy and +200% documents-per-hour metric on all QA audits**

VOLUNTEER EXPERIENCE

Web Designer & Full-Stack Engineer @ KPop Indiana | 2022 - Present
- Building a web app for the KPop Indiana admin team to centralize and streamline membership information, event planning, and expense tracking
- Gaining experience with new technologies such as React, Docker, Kubernetes, and Nginx
- Improving upon existing knowledge of API services and web technologies to single-handedly build, test, and deploy a full-scale app for a production environment

EDUCATION

Eleven Fifty Academy – Software Development Program | 2020-2021
24-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and over 500 hours of logged coding time and training

Indiana University-Purdue University Indianapolis | 2013-2018
24 credit hours of coursework under the schools of computer science and informatics