

John "Nick" McDonough  
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<http://johncaseymcd.github.io/Portfolio>

## SKILLS

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### Languages & Tech

- C#, Node.js, HTML5/CSS3/JS/jQuery/Bootstrap, AWS Cloud, SEO optimization, PostgreSQL/T-SQL, API & MVC structures, CLI tools (PowerShell, Bash, Linux), Windows software & hardware troubleshooting and maintenance

### Soft Skills

- Problem solving, pattern recognition, data analysis, teaching/training, conflict resolution, leadership, process improvement, quality assurance, customer service

## ACHIEVEMENTS

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### • Allied Solutions

- Selected to train new hires less than 1 month after being hired
- As Mortgage Escrow Team Lead, acted as point of contact for the Mortgage Ops department during company-wide process improvement effort
- Led demonstrations of daily tasks for third-party business analysts
- Worked with UX/UI designers to make internal company software more efficient and intuitive, which led to a significant decrease in user errors and an increase in on-time payments
- Assisted with coding and testing of automated address book integration process for new client onboarding, reducing integration time by 5X

### • Eleven Fifty Academy

- Chosen by course instructor to provide supplementary video lessons covering topics beyond the scope of the coursework
- Attended planning meetings with Directors and C-Level employees to offer input on future lesson plans

### • SecondSight Data Discovery

- Learned to work with AWS and Node.js from scratch on the job
- Refactored and rebuilt pipeline for efficiency, reducing runtime at production scale from 18-20 hours down to 5-6 hours
- Built an API to run time-consuming database indexing operations in order to work around AWS Lambda time constraints

### • Yaamava' Resort & Casino

- Pallet Jack certified during training
- Chosen to help with guided tour of the casino property for Compliance department, answering questions and providing information during the tour
- Assisted with giving new-hire tour of the casino floor / preliminary personality interview, reporting back to Management with thoughts & opinions

# EXPERIENCE

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## **Senior Guest Services Representative @ Yaamava' Resort & Casino | Sep 2023 – Present**

- Offer outstanding personalized customer service to each guest, ensuring their experience at the resort is positive and enjoyable
- Assist guests with account inquiries, enroll new members, verify accuracy of contact information, and provide information regarding current promotions
- Perform routine troubleshooting and maintenance of casino kiosk machines, assist with special events and promotions, and provide support for fulfillment team

## **Software Engineer @ SecondSight Data Discovery | Nov 2021 – Dec 2022**

- Utilized the AWS cloud platform to build and maintain a 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/day
- Developed functions to normalize and streamline data per client guidelines

## **Software Development Training Assistant @ 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
- Worked with students one-on-one to deepen understanding of course topics and develop habits of testing, debugging, and researching solutions to errors

## **Mortgage Escrow Team Lead @ Allied Solutions | May 2019 – Jul 2021**

- Acted as daily escrow point of contact for a portfolio of over 10 high-volume mortgage lenders, handling escalations and acting as liaison between lenders, insurance companies, and internal teams for timely resolution of payment issues
- Oversaw implementation of automated and streamlined escrow processes from client onboarding to daily reporting, leading to +80% reduction in missed or late payments
- Cleaned and maintained client address book databases, synchronized client and company databases, and guided onboarding of dozens of new clients

## **Insurance Processor II @ Allied Solutions | Aug 2018 – May 2019**

- Scored consistent 100% accuracy and +200% documents/hour metrics on all monthly QA audits
- Assisted with designing best-practice guides and quality assurance procedures for entire department
- Maintained compliance with lender particulars and state/federal insurance regulations by accurately keying insurance information to loan files

# EDUCATION

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## **Post-Secondary**

- Indiana University-Purdue University Indianapolis | BA Economics (2013-2018)
- Eleven Fifty Academy | Software Development Bootcamp (2020-2021)

## **Certifications**

- Microsoft MTA Software Development Fundamentals (2021)
- CompTIA A+ (In Progress)