

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

PROFESSIONAL SUMMARY

Diligent and reliable worker with a strong customer service background and a focus on the technological aspects of all positions. Big-picture driven, with proven results in increasing efficiency and reducing manual tasks. Skilled trainer and effective team leader.

AREAS OF EXCELLENCE

Professional Skills

Problem solving, pattern recognition, data analysis, quick learning, passion for knowledge, teaching & training, conflict resolution, leadership, process improvements, quality assurance, customer service, teamwork, communication, delegation

Technical Skills

C#, .NET Framework & Core, Node.js, HTML5, CSS3, JavaScript, jQuery, Bootstrap, AWS, SEO optimization, PostgreSQL, T-SQL, API & MVC structures, PowerShell/Bash/Linux CLI tools, Windows software & hardware maintenance and diagnostics, MS Office suite, Linux environments (Ubuntu, GNOME, KDE Plasma, openSUSE, Debian)

WORK HISTORY

Library Page – Literacy at San Bernardino Public Library (Jan 2025 – Present)

Skills Utilized

Teaching, communication across language barriers, lesson planning, thorough explanation of concepts

Accomplishments

Conducted ADA compliance review of the library website to follow updated California state regulations; Proposed, planned, scheduled, and hosted monthly Family Game Day events; Created promotional flyers to market library events and services to the public; Secured \$1,000 scholarship grant for learning materials from leading publishing company; Assisted with purchase of learning materials and supplies for 2025-2026 fiscal year

Senior Guest Services Representative at Yaamava Resort & Casino (Sep 2023 - May 2024)

Skills Utilized

Customer service, data entry, conflict resolution, training, problem solving

Accomplishments

Consistently exceeded new guest enrollment quota by 60%; Diagnosed and repaired technical issues with casino kiosks, printers, and workstations; Assisted fulfillment team with stocking and re-stocking during weekly gift giveaways

Software Engineer at SecondSight (Nov 2021 - Dec 2022)

Skills Utilized

Quick learning, process improvement, deadlines & prioritization, large-scale process planning & design, Node.js, Amazon Web Services, PostgreSQL, SEO optimization

Accomplishments

Learned Node.js framework and AWS cloud environment from scratch within 60 days; Built a code pipeline to ingest, standardize, store, paginate, retrieve, and render client data onto SEO-driven web pages; Reduced production-scale runtime from initial build at 20 hours to final build at ~4 hours

Software Development Teaching Assistant at ElevenFifty Academy (Jun 2021 - Jan 2022)

Skills Utilized

Teaching, C#, .NET Framework, SQL, Git, lesson planning & instructional design

Accomplishments

Achieved student pass rate of 95%; Created additional instructional video content to assist students with concepts tangential to course materials; Assisted students with landing jobs in tech

Mortgage Escrow Team Lead at Allied Solutions (May 2019 - Jul 2021)

Skills Utilized

Client management, effective communication across departments and organizations, deadlines & prioritization, escrow, relational databases, team leadership, UX/UI design & research, process improvement

Accomplishments

Streamlined procedures for escrow remittance address entry, reducing payment errors by over 80%; Led project to overhaul internal web app design for maximum efficiency and usability, leading to an increase in clients serviced; Assisted with building an automated tool to link client address books with internal master-list of remittance addresses, reducing client onboarding time by several days

Insurance Processor II at Allied Solutions (Aug 2018 - May 2019)

Skills Utilized

Data entry, attention to detail, quota fulfillment, typing (+75 wpm) & 10-key (+15k kph), insurance (auto, home, and condo)

Accomplishments

Chosen to train new hires after second week on the job; Chosen to lead and evaluate group of trainees to be promoted to second-level processors; Scored 100% accuracy and +150% speed on every QA audit; Assisted with writing and reviewing QA procedure documents

EDUCATION

- BA in Economics at Indiana University-Purdue University Indianapolis (Aug 2013 - Apr 2018)
- Software Development Bootcamp at ElevenFifty Academy (Oct 2020 - May 2021)
- AS-T in Film at San Bernardino Valley College (Mar 2025 – est. May 2026)