

John "Nick" McDonough  
[npsullivan26@gmail.com](mailto:npsullivan26@gmail.com) | (442) 800-3999 | San Bernardino, CA  
<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

**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)

**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

## WORK HISTORY

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

- Exceeded member enrollment goals by 60%, averaged over 200 enrollments per month
- Offered best-in-class personalized service to each guest, ensuring their experience at the casino was positive and memorable
- Utilized technological knowledge to perform routine maintenance and troubleshooting of casino kiosks, card printers, ID scanners, and workstations

### Software Engineer at SecondSight (Nov 2021 - Dec 2022)

- Reduced process runtime by 500% using parallelized Step Functions and Lambdas
- Worked within the Amazon Web Services Cloud platform to build and maintain a workflow pipeline for client's SEO-driven web pages
- Designed, optimized, and implemented database structures to perform read/write functionality at a production scale of over 10M records each day
- Used quick learning skills to become comfortable with AWS ecosystem and Node.js language within 60 days

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

- Assisted instructors with maintaining a pass rate of over 95% for the program
- Led a class of over 50 students to facilitate understanding of core programming concepts such as API design, relational databases, and object-oriented logic
- Coached students one-on-one to deepen their understanding of course topics and develop habits of unit testing, debugging, and refactoring code
- Created bonus video lessons to cover important topics outside the scope of the course, such as database design

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

- Oversaw implementation of automated and streamlined process improvements across multiple workflows, leading to an 80% reduction in missed or late escrow payments
- Acted as daily point of contact for a portfolio of 12-15 high-volume mortgage lenders; handled client escalations; acted as liaison between lenders, insurance companies, and internal teams to ensure timely and accurate escrow payments
- Chosen as Subject Matter Expert to lead meetings with external business analysts and internal design team for an overhaul of department processes

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

- Scored 100% accuracy and over 200% speed metrics on all monthly QA audits
- 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
- Selected to train new employees and lead training courses for employees being promoted to second-tier status

### **Shift Manager at Disc Replay (Apr 2017 - Aug 2018)**

- Led store to highest-grossing month (over \$100k in Dec 2017) and year (\$1.6M in 2017)
- Managed process of purchasing products from both customers and vendors to keep inventory fresh and encourage repeat visitors
- Worked closely with regional managers and store owners to resolve staff and customer concerns

### **Production Worker at Printing Partners (Jun 2013 - Aug 2015)**

- General warehouse labor including operation of industrial printing machines (cutter, folder, saddle stitcher, perfect binder)

### **Lead Server at Sawasdee Thai Restaurant (Aug 2012 - Aug 2015)**

- Provided excellent service for all guests and trained new servers

## **FREELANCE WORK**

### **Web Development Chair at KPop Indiana (Jan 2022 - Present)**

- Maintain current website via Squarespace while designing and building new website from the ground up
- Manage community Discord server of 150+ members and add bot integrations
- Curate themed monthly Spotify playlists to drive community engagement and encourage discovery of new music

### **Co-Owner at Saint Reverence Collective (May 2021 - Present)**

- Oversee in-house product manufacturing including printing, cutting, and packaging products
- Prepare, pack, ship, track, and manager shop orders
- Design and maintain website via Shopify

## **EDUCATION**

- BA Economics at Indiana University-Purdue University Indianapolis (Aug 2013 - Apr 2018)
- Software Development Bootcamp at ElevenFifty Academy (Oct 2020 - May 2021)
- Certificate of Accounting at San Bernardino Valley College (Aug 2024 - Oct 2024)