

John "Nick" McDonough
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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 reducing manual labor. Skilled trainer and effective team leader.

AREAS OF EXCELLENCE

- **Technical Skills:** C#, .NET Framework & Core, Node.js, HTML5/CSS3/JavaScript/jQuery/Bootsrtrap, AWS, SEO optimization, PostgreSQL/T-SQL, API & MVC structures, PowerShell/Bash/Linux CLI tools, Windows software & hardware maintenance and diagnostics, Office suite
- **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 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, maintain up-to-date knowledge of promotions, and provide information about the resort and its amenities
- *Utilize technological knowledge to perform routine maintenance and troubleshooting of casino kiosks, card printers, ID scanners, and workstations*

Software Engineer at SecondSight Data Discovery (Nov 2021 – Dec 2022)

- Worked within the AWS Cloud platform to build and maintain a workflow pipeline for client's SEO-driven web pages
- Designed, optimized, and implemented database structures to store and retrieve client data at production scale of 10M+ records/day
- Developed logic to clean and standardize aggregated client data from various sources for rendering on live website
- *Used quick learning skills to become comfortable with AWS and Node.js within 60 days*

Software Development Teaching Assistant at ElevenFifty 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 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)

- Acted as daily point of contact for a portfolio of dozens of 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 conversations with external business development teams and internal design teams for an overhaul of department processes
- *Oversaw implementation of automated and streamlined process improvements across multiple workflows, leading to +80% decrease in missed/late escrow payments*

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
- Selected to train new employees and lead training courses for current employees to be promoted to second-level status
- *Scored 100% accuracy and +200% speed metrics on all monthly QA audits*

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 inventory fresh and encourage repeat visitors
- Worked closely with regional managers and store owners to resolve staff concerns

Production Worker at Printing Partners (Jun 2013 – Aug 2015)

Lead Server at Sawasdee Thai Restaurant (Aug 2012 – Aug 2015)

FREELANCE EXPERIENCE

Web Development Chair at KPop Indiana (Jan 2022 – Present)

- Maintain current website via Squarespace while designing and building new website from ground up
- Manage and moderate community Discord server and bot integrations
- Create themed monthly Spotify playlists to drive community engagement and discovery of new music

Co-Owner 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

ElevenFifty Academy (Oct 2020 – May 2021)

- Software Development bootcamp course in C# .NET Framework for full-stack development
- Obtained Microsoft MTA Software Development Fundamentals certification