

Nick Milhauser

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EXPERIENCE

National Gymnastics Judging Association - *Men's Gymnastics Judge*

2018 - PRESENT (Certified at National Level, working towards International Certification)

- D2 Judge (Parallel Bars) 2024 Top Gun Invitational
- Head Judge (Compulsory Rings) 2024 Oregon State Championship
- Head Judge (Vault) 2024 NAIGC National Championship / 2024 GymACT All Stars

Cisco Systems Inc, Portland OR - *Data Analyst III Cross-Functional*

MAY 2018 - FEB 2023

Webex Machine Learning Team

- Integrated Accompany's data platform with Cisco's Webex (People Insights Profiles)
- Analyzed complex business problems and made recommendations to key stakeholders
- Machine Learning data quality projects (Wake Word QA, Natural Language Processing)
- NLP bug fixes for Webex Assistant (all projects managed in JIRA)

Accompany, Portland OR - *Customer Advocate and Product Specialist*

JUNE 2017 - MAY 2018

- Support tickets, data cleaning, mobile app testing, new user onboarding, new hire training, bug documentation using Confluence
- Managed our Briefings product, working directly with the CEO and triaging related JIRA tickets
- Acquired by Cisco for \$273 million

Simple Finance, Portland OR - *CR Escalations Agent*

JUNE 2015 - MAR 2017

- Tier 2 technical support, wrote and owned technical documentation for all bugs on Simple's backend (Confluence, JIRA), frequent incident management
- Facilitated communication between Engineering and Customer Relations Staff

Simple Finance, Portland OR - *Customer Relations*

MAY 2014 - JUNE 2015

- Customer support, mobile check deposit review, fraud prevention

EDUCATION

Portland State University - *BA Film Studies* - 2012

SKILLS

Data analysis, data cleaning, technical support, project management

AI, ML, NLP, Tableau, GitHub, Confluence, JIRA, SQL, Python, VSCode, BigQuery, Excel

CERTIFICATES

[Google Data Analytics Professional Certificate](#) - JULY 2023

Visual Resume created in Tableau: [Visual Resume](#)