Nicholas J Weld

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Education

The Pennsylvania State University ———————————————————— *2014 - 2018*
Major: *Information Science and Technology*

Work Experience

Applied Research Lab ———————————————————————— *2016 – Current*
- Resolved technical issues for users using Microsoft Windows, Microsoft Office, and various other programs both over phone and email
- Conducted PC hardware repairs and replacements
- Determined user issues through efficient troubleshooting

Relevant Coursework

Business Writing ——————————————————————————— *Current*
- Learning how to effectively communicate in various work environments with other employees and companies
- Attempting to improve business and customer communication by redesigning a business' website

Foundations of Human Centered Design ————————————————— *2016*
- Grasped core concepts of Human-Computer Interaction and cognitive psychology
- Worked with users to develop an improved user interface based on their needs and feedback

Object Oriented Design and Software Applications —————————— *2016*
- Worked with a close team using agile methodologies to rapidly develop an app to securely store passwords based on user needs

Object Oriented Programming with Web Applications ——————— *2016*
- Improved coding and documentation skills by creating a variety of smaller applications

Organization of Data —————————————————————————— *2016*
- Utilized MySQL to execute queries and manage a number of databases on Penn State servers

Networking and Telecommunications ——————————————————— *2015*
- Gained a deeper understanding of network protocols, tools, hardware, and function within businesses and society
- Learned how to properly design and understand network diagrams

Information, People, and Technology ——————————————————— *2014*
- Studied the basics of computer hardware, software, troubleshooting, and maintenance

Proficiencies

Operating Systems: *Windows XP, Vista, 7, 8/8.1, 10, macOS, Ubuntu, iOS, Android*
Software: *Microsoft Office Suite, Access, Outlook, Adobe Creative Suite*
Languages: *Intermediate Java, MySQL, HTML, CSS*
Other: *Troubleshooting, Hardware Installation & Repair, Creating Backups, Regular Maintenance*