

Nathan Smith

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Skills

- **CRM Management:** Slate, Jenzabar, PowerFAIDs
- **Programming & Web Development:** JavaScript (Node.js, Express.js, React), Python (Flask, Django), HTML/CSS
- **Database & APIs:** SQL (PostgreSQL), RESTful APIs
- **Data & Reporting:** Querying, Data Migration, Funnel Reporting, Dashboards
- **Tools:** SFTP, Liquid Markup, Git/GitHub, GitHub Desktop

Education

Software Engineering Certificate, Gonzaga University — 2025

Master of Business Administration (MBA), Queens University of Charlotte — 2020

Bachelor of Arts in Communication, Queens University of Charlotte — 2017

Projects

[Who's Hungry?](#) - Used React, Node, Express, PostgreSQL, and ReactStrap, to build a webpage to function as a recipe finder.

[Jobly](#) - I was provided a backend and filler data, then used React, Node, Express, PostgreSQL, and ReactStrap to build a job search platform

[Database DJ](#) - I created a simple Flask App using Django where users can create playlists.

Experience

Assistant Director for Enrollment Operations, Queens University of Charlotte

Charlotte, NC — July 2017 – June 2024

- Partnered with the Vice President and Director of Admissions to guide, track, and optimize office workflows using data-driven insights
- Managed and maintained Slate CRM database tools, building enhanced functionality for application processing and communication

- Wrote queries to export data for internal stakeholders and external partners (via API and SFTP)
- Maintained application portal views for applicants, admitted, and committed students, delivering custom content throughout the enrollment funnel
- Led reporting efforts, creating and maintaining mission-critical reports for leadership
- Created and maintained documentation for all systems and reporting workflows
- Organized weekly call lists to support counselor outreach and enrollment initiatives

Admissions Operations Analyst

- Self-taught advanced Slate query writing; became the team's go-to expert for data pulls supporting mass communications, analysis, and national reporting
- Designed and implemented a streamlined Nursing School application process, increasing application volume and improving reporting accuracy
- Developed Queens first custom student application portal using HTML/CSS, enabling dynamic and branded content delivery to segmented student groups
- Supported data integration projects with IT and third-party partners, ensuring accuracy and consistency of exchanged datasets

Admissions Counselor

- Served as primary point of contact for 150–200 prospective Adult and Transfer Students per semester, enrolling up to 50 students in a single term
- Managed Upper Division Nursing applications, collaborating with the Nursing Department to admit top candidates into a competitive program
- Delivered high-quality customer service through in-person meetings, phone consultations, and email communications
- Represented Queens University at community colleges across North Carolina, building relationships with students and advising staff
- Reviewed and evaluated application materials as part of a holistic admissions process