

# Nat Nichols

Full Stack Software Developer

they/them/theirs · Brooklyn, NY

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**Summary:** I am a Software Engineer who loves puzzles and thrives in creative environments. In my previous career, I traversed managerial roles in multiple fields, namely theatre and financial technology. I will use my organizational agility, off the charts creativity, and technical versatility to bring fresh perspectives to an ever-evolving field.

## SKILLS

**Languages** - JavaScript, HTML, CSS, Node.js, Mongo, JSON, EJS, Python, SQL

**Databases** - MongoDB, PostgreSQL, AWS, Amazon S3

**Libraries and Frameworks** - React (class based and hooks), Express.js, Django

**Other** - RESTful Routing, JSON api

**Leadership** - Organizational Agility, Dealing with Ambiguity, Functional/Technical Skills, Comfort around Higher Management, Process Management, Compassionate Listening, Customer Focus, Customer Service, Interpersonal Communications, Change Management, Microsoft Office Suite, Google Workspace, Public Speaking

## SOFTWARE DEVELOPMENT PROJECTS

December 2023 - Present

### My TV Collection | Python, Django, PostgreSQL

- Designed an app to track TV shows and their episodes (elaborate on goal)
- Elaborate on tech stack (Python, Django, PostgreSQL)
- Elaborate on tech used for data (PostgreSQL, Docker, AWS/S3, Neon)
- Designed the application to operate well on both desktop and tablet, and styled the application using CSS3 with flexbox layouts.

### HomeWrangler | MongoDB, Express.js, React.js, Node.js

- Designed an app that helps users track basic home related tasks. The goal was to provide a tool that allowed users to create shopping lists, task lists, and input budget information, simplifying the process of keeping up with the home and figuring out the cost of upkeep by placing these resources all in one app
- Utilized a MERN stack (MongoDB, Express.js, React.js, Node.js) to build a full stack application in 2 weeks. With full create, read, update, delete (CRUD) operations hitting all RESTful API calls.
- Used Mongoose to define schemas for MongoDB collections.
- Designed the application to operate well on both desktop and mobile, and styled the application using Styled-Components and CSS3 with flexbox layouts.

### Cryptid Collector | MongoDB, Express.js, Node.js

- Designed an app that gives multiple outlets for cryptid enthusiasts to share both sightings and insight all in one platform. The goal was to provide a tool that allowed users to add cryptids to a growing rolodex of strange and unusual sightings from all over the world, interact with other users by favoriting or commenting on individual Cryptid listings, and create diaries about their paranormal experiences that they can share on their profile, along with a list of their favorite cryptids.
- Utilized a MEN stack (MongoDB, Express, Node.js) to build a full stack application in 2 weeks. Made with full create, read, update, delete (CRUD) operations hitting all RESTful API calls.
- Used Mongoose to define schemas for MongoDB collections.
- Created application with a desktop-first approach and styled the application using CSS3 with flexbox layouts.

## PROFESSIONAL EXPERIENCE

### Fellow, General Assembly | Remote

December 2023 - March 2024

- Full-stack software engineering immersive student in an intensive, 12-week, 500+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

### Associate Compliance Manager, Flexible Finance, Inc. | New York, NY/Remote

December 2020 - February 2023

- *Started as Customer Success Agent, promoted to Collections Agent in June 2021, promoted to Senior Servicing Agent in March 2022, promoted to Associate Compliance Manager in July 2022*
- Functional expert on product features in relation to customer feedback. Provided analysis of over 300 current and closed complaints from a two-year time period to drive business decisions in support of improving the product and customer experience

- Developed and maintained records of complaint data to include in weekly and monthly reports to Senior Executive, Product, and Engineering teams to bolster initiatives intended to increase revenue and improve customer retention
- Audited and identified pain points within internal procedures and customer literature regarding fraud, data integrity, collections practices, credit reporting, and product features; spearheaded process changes with Risk and Customer Success teams to ensure compliance with regulatory standards and alignment with the company's core values
- Developed tracker for customer communication and delinquent account data based on starting set of approximately 1000 customer records, drove reporting efficiencies to accommodate exponential increases to the customer base, and ultimately maintained over 5000 records
- Empowered fellow employees to become leaders through communication and management training, resulting in 2 associates being elevated into senior roles
- Collaborated with Heads of Compliance and Legal teams to devise unique solutions for outlier client cases and coordinated with top customer service agents to develop standardized procedures to triage and prioritize high level complaints (e.g. from state attorneys general, CFPB, BBB)
- Assisted Servicing manager with fielding credit reporting disputes, used tools like Alloy and TLOxp for auditing customer accounts and payment records, as well as to investigate and flag incidents of fraud

**Executive Assistant, American Benefits Consulting | New York, NY**

**December 2017 - November 2018**

- *Receptionist, promoted to Administrative/Executive Assistant in February 2018*
- Liaison to EVPs; coordinated on-site meetings with clients; provided front line administrative support to NYC and PA offices

**Administrative Assistant, Aquent/Vitamin T | Washington, DC/New York, NY**

**February 2016 - July 2017**

- *Interim Office Manager, promoted to Administrative Assistant in July 2016*
- Compiled more than 100 talent and reference responses from testing Reference Check and Feedback Systems before implementing for entire talent-base
- Partnered with Shared Services team to facilitate local talent onboarding, ensuring I9 compliance and hosting one-on-one company and benefit onboarding to all new talent within the Greater Washington DC market
- Coordinated with the Director of Shared Services, talent agents, and client managers among multiple North American offices to assist with A/P and A/R functions, data entry, and miscellaneous projects
- Communicated with talent via the Customer and Talent Support Phone Line, Email, and Vitamin T Chat Support; documented interactions to ensure talent records stayed up-to-date

**Stage Manager/Tour Manager**

**September 2012 - May 2017**

- Stage Managed various types of theatre and dance productions at the University of Alabama in both Tuscaloosa and Mobile, AL; and Bama on Broadway (2014 & 2015), a showcase at Theatre Row Studio in New York, NY
- Stage Managed various stage productions in Washington, DC, including Henri IV: the Regendered Henry IV Repertory with Brave Spirits Theatre, Blackberry Winter and Building the Wall at Forum Theatre, The Trojan Women with Taffety Punk Riot Grrrls, and Love in Ruins at the Capital Fringe Festival (2016)
- Stage Managed and Tour Managed Antigone Now with Scena Theatre, which premiered in Washington, DC; toured to Graz, Austria; Murska Sobota, Slovenia; and was included in the 46th Week of Slovenian Drama Festival in Kranj, Slovenia
- Shadowed AEA stage managers for the productions I Hate Hamlet and Henry IV, Part I at the Colorado Shakespeare Festival (2014) in Boulder, CO
- Maintained a "show bible" for each production with script annotations for practical and special effects used before, during, and after the show; used data compiled in show bible to provide comprehensive documentation for members of the production team

## **EDUCATION**

**GENERAL ASSEMBLY | REMOTE**

*Software Engineering Immersive*

**December 2023 - March 2024**

Full-stack software engineering immersive student in an intensive, 12-week, 500+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

**UNIVERSITY OF ALABAMA | TUSCALOOSA, AL**

*Bachelor of Arts in Theatre, Journalism Minor*

**May 2015**