

# Nicholas Beliveau

Bethlehem, PA 18017

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## Summary

Applications Developer with a focus on adaptability, problem-solving and customer service. Experienced in designing, enhancing and deploying web apps, interfacing with external systems and maintaining systems to support business goals.

## Education

**Pennsylvania State University**

**Bachelor of Science** Information Science and Technology

## Skills

- Object oriented application development
- Relational databases (Postgres, MySQL)
- Web technologies (HTML, CSS, Typescript)
- Shell scripting and Linux
- Data manipulation (Excel, CSV)
- Version control (GIT)
- Software testing and documentation
- Technical support and project coordination
- Problem solving
- Verbal and written communication

## Experience

**Applications Developer** 05/2019 - 03/2025

**Software Consulting Services (SCS)** Bethlehem PA

- Designed and built a new web portal for a legacy X11 application, improving ad booking efficiency and user experience.
- Enhanced the portal over time by adding features based on user feedback, ensuring continuous improvement and scalability. This site supported entry of over 400,000 ads.
- Led the migration and integration of a full-stack LAMP application after SCS acquired it, ensuring seamless operation and maintenance.
- Configured and developed custom data imports and exports for integration with external systems, including Zoho Analytics, improving data reporting and analysis.
- Provided ongoing support and troubleshooting for multiple applications, ensuring high availability and user satisfaction.
- Documented applications and tools for reference across the company.
- Coordinated site surveys for new customers to gather information and determine requirements.
- Handled customer issues through Zendesk ticketing system. Some were able to be handled through emails, others required a phone call or zoom session to troubleshoot with the user.

**Operations Specialist / QA Engineer** 02/2018 - 03/2019

**DrayNow Inc.** Conshohocken PA

- Coordinated logistics for the Chicago market, the company's largest, ensuring timely and efficient operations.
- Wrote and optimized SQL queries to gather key data, used Excel to track and create daily checks for rapidly changing information.
- Actively tested and provided feedback on new software releases, including mobile apps, customer-facing websites, and internal portals.
- Reported and documented bugs, identifying feature malfunctions and communicating issues to developers, managers, and customers.
- Acted as a liaison between developers, managers, and customers to ensure smooth communication and resolution of issues.