

# NICHOLAS BLOCK

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## EDUCATION

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<b>Northwestern University</b> Masters Integrated Marketing Communications	Sept. 2018 - Current
<b>Dev Bootcamp</b> 19-week intensive coding bootcamp for full stack web development. Ruby. Ruby on Rails. Javascript. SQL. jQuery. AJAX. Agile workflow. TDD.	Mar. 2016 - Sept. 2016
<b>Creative Circus</b> Eight week intensive creative advertising bootcamp in Atlanta, GA.	June 2015 - Aug. 2015
<b>The University of Iowa</b> BA Health and Human Physiology 2015	Aug. 2011 - Aug. 2015

## EMPLOYMENT

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<b>PowerReviews - Implementation Engineer - Chicago, IL</b> <ul style="list-style-type: none"><li>Guided clients' technical efforts from project inception to completion as they implemented the PowerReviews Software</li><li>Balanced feedback from the client and internal teams in order to contribute to continuous product and process improvements</li><li>Managed the PowerReviews Demo Store on Shopify's eCommerce platform</li><li>Provided troubleshooting as needed and consult clients on best practices</li></ul>	Jan. 2018 - Dec. 2018
<b>Technical Support Engineer - Chicago, IL</b> <ul style="list-style-type: none"><li>Utilized a Salesforce ticket queue to provide support to popular mid-market clients in a timely manner</li><li>Analyzed Product Feeds and Order Feeds in CSV and XML formats while using SQL to extract and debug data</li><li>Talked to clients on the phone as needed in order to provide better and faster support</li><li>Closed 600+ cases with an NPS score of 4.78/5 from 95 client responses with no score less than 4</li></ul>	Mar. 2017 - Jan. 2018
<b>Dev Bootcamp - Student - Chicago, IL</b> <ul style="list-style-type: none"><li>Rapidly learned new coding languages in context of full stack web development</li><li>Participated in their Engineering Empathy program</li></ul>	Apr. 2016 - Sept. 2016
<b>The Chopping Block - Class Assistant - Chicago, IL</b> <ul style="list-style-type: none"><li>Prepared appetizers for guests and served alcohol to patrons during classes and parties</li><li>Instructed patrons on cooking skills during parties while leading a recipe(s) station</li><li>Assisted leading cooking bootcamps for kids and adults alike</li></ul>	Oct. 2015 - Dec. 2015

## SKILLS

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HTML/CSS, Javascript, Ruby, Rails, SQL, jQuery, AJAX, Adobe Photoshop, Adobe Illustrator, Agile Workflow, Testing frameworks (RSpec + Jasmine), Salesforce, DB Visualizer, Postman, JIRA, AWS (EC2/S3/CLI), Sass, Shopify, UNIX, Microsoft Excel, Microsoft Powerpoint, Microsoft Word, Developer Tools, Technical Writing, Software Implementation

## PROJECTS

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<b>Recip-E</b> 2016 Dev Bootcamp Salamanders Phase 3 Final Project <ul style="list-style-type: none"><li>Team of four created and deployed a cross-platform mobile-first home cooking app in eight days with unfamiliar languages - Angular and Ionic</li><li>Developed the Add Ingredient page using Angular directives</li><li>Designed the Javascript and Rails interface responsible for persisting clean data so a user could add, update, and delete items from their pantry</li><li>Deployed to iPhone using Xcode for UX and UI testing</li><li>Created keynote presentation for the pitch at graduation</li></ul>	Sept. 2016
<b>Northwestern University Retail Analytics Council</b> <ul style="list-style-type: none"><li>Updated an existing Wordpress site for annual conference</li><li>Point of contact for any future updates needed</li></ul>	July 2017 - July 2017