

Nicholas Beasley

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SUMMARY

I'm a developer with a background in retail management and a proven track record in troubleshooting devices. In my previous role at OneMain as a tech support specialist, I honed my skills in identifying and resolving problems, providing valuable insights into customer perspectives while aligning with company objectives.

My experience in retail management has equipped me with a proactive mindset and a keen sense of curiosity, driving my transition to software development. I am motivated by the desire to create technical solutions and leverage my initiative to get things done. My recent experience with CareerFoundry has solidified my passion for product development, and I am now seeking a full-time role that aligns with these aspirations.

EXPERIENCE

Tech Support Specialist

One Main Financial

September 2023 - Present, Evansville, IN

- Spearhead technical support for OneMain team members, specializing in password resets, hardware/software troubleshooting, and application-related inquiries using ServiceNow, Citrix Cloud Monitor (DaaS), and Avaya.
- Demonstrate adept problem-solving skills with a focus on technologies such as Workday, Jenkins, and Office 365, while maintaining thorough attention to detail.
- Embrace change and excel in a fast-paced environment, including nights and weekends when required, leveraging expertise in Citrix Cloud Monitor (DaaS), Windows 11 remote assistance, and other relevant tools.
- Collaborate within a dynamic team, offering superior customer service through strong verbal and written communication, utilizing proficiency in ServiceNow, Office 365, and other key platforms.

Solutions Specialist

Verizon Wireless

August 2016 - August 2023, Evansville, IN

- Implemented effective solutions for diverse cellular customers, establishing personal connections to simplify complex technology and enhance user experience.
- Demonstrated exceptional adaptability in resolving a broad spectrum of technical challenges, ensuring prompt and effective issue resolution while upholding Verizon's stringent service standards.
- Conducted effective troubleshooting on iOS, Android, Bluetooth, and Wi-Fi electronics, along with Verizon software, consistently submitting detailed service tickets to contribute to continuous improvement.
- Facilitated training for new team members through hands-on experiences, fostering a culture of continuous improvement and ensuring a proficient and capable workforce.

Sales Manager

Mark's Mattress and Fireworks

May 2015 - July 2016, Evansville, IN

- Implemented creative sales tactics and processes to maximize sales potential to prospective buyers.
- Leveraged Point of Sale systems, QuickBooks, and Microsoft Office applications to streamline sales operations.
- Operated independently in critical tasks, including selling, pricing, and ordering new inventory.
- Collaborated with fellow managers to coordinate seamless sales and product transfers, ensuring a cohesive and efficient workflow.

PROJECTS

NixFlix Server

CareerFoundry • <https://nixflix-client.netlify.app> • May 2023 - August 2023

- Developed a "movies" web application showcasing full-stack JavaScript expertise.
- Created a RESTful API using Node.js and interfaced with a MongoDB database through the MERN stack.
- Enabled user functionalities, including sign-up, personal information updates, and favorite movie list creation.
- Demonstrated proficiency in web server frameworks, authentication, data security, and responsive design.
- Hosted the application online, ensuring a seamless user experience across various devices.
- Provided movie enthusiasts with comprehensive information about movies, directors, and genres while enabling personalized data storage.

NixFlix React

CareerFoundry • <https://nixflix-client.netlify.app> • May 2023 - August 2023

- Developed the client-side of the NixFlix app using React, complementing the existing server-side code and REST API.
- Crafted an intuitive interface allowing users to seamlessly interact with the server-side, prioritizing readability and codebase maintenance.
- Demonstrated proficiency in full-stack JavaScript development through the MERN stack (MongoDB, Express, React, Node.js).
- Ensured the complete web app is hosted online, responsive, and provides a consistent user experience across all devices.
- Enabled movie enthusiasts to access comprehensive movie information, save favorite lists, and enjoy the app's usability anywhere, on any device.
- Emphasized design and usability considerations throughout the development process.

Meet-Up

CareerFoundry • https://nickbeasley.github.io/Meet_Up/ • January 2023 – April 2023

- Created a Progressive Web App (PWA) as part of a Web Development course with CareerFoundry.
- Expanded expertise in React, Test Driven Development (TDD), serverless functions, and OAuth2 authentication.
- Implemented serverless architecture and TDD principles in the development of the app.
- Introduced features such as offline support, push notifications, and an "add to home screen" prompt.
- Employed data visualization techniques to present event data through charts and graphs.
- Enhanced user experience and performance by incorporating PWA features and utilizing serverless functions hosted by a cloud provider for efficient scaling.

EDUCATION

Full Stack Web Development

Minor in Cloud Computing • CareerFoundry • Berlin, Germany • 2023

Bachelor's of Science, Criminal Justice

University of Southern Indiana • Evansville, IN • 2015

SKILLS

Front End:

- HTML
- CSS
- JavaScript
- TypeScript
- React.js
- React Native • Redux
- Angular
- Bootstrap
- jQuery

Back End:

- Node.js
- Express.js • MongoDB

Amazon Web Services:

- EC2
- SDK
- S3
- Lambda • VPC
- IAM

Additional Tools:

- GitHub
- Visual Studio Code • APIs
- Heroku
- Netlify
- OAuth2
- Yarn
- JSON
- Docker