

# 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 most recent role at OneMain as a tech support specialist, I've 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.

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## EXPERIENCE

### **Tech Support Specialist**

#### **One Main Financial 2023 - Present**

- 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 | 2016 - 2023**

- 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 | 2015 - 2016**

- 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.

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## **PROJECTS**

### **NixFlix-Node.js**

- 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**

- 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**

- 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 user 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.

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## EDUCATION

### Full Stack Web Development

Minor in Cloud Computing | CareerFoundry | 2023

### Bachelor's of Science, Criminal Justice

University of Southern Indiana | 2015

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## 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