

NICHOLAS GAGNON

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EDUCATION

RENSSELAER POLYTECHNIC INSTITUTE

Master of Science

Business Analytics

Relevant Coursework: Machine Learning Applications, Data Science, Modeling and Optimization

Troy, NY

Aug 2025 – May 2026

SIENA COLLEGE

Bachelor of Science

Major in Business; Concentration in Brand Management & Public Policy

Relevant Coursework: New Product Development, Business Analytics, Consumer Behavior

Loudonville, NY

Jan 2024 – May 2025

WORK EXPERIENCE

PARAXIAL

Administrative Associate

Clifton Park, NY

August 2025 – Present

- Organized and managed office operations to streamline processes.
- Contributed to the training of artificial intelligence models for lung cancer detection.
- Assisted in constructing phantoms for CT scanners, sent to developing countries.
- Produced precise 3D models and technical drawings to support development of imaging.

APPLE

Specialist

Albany, NY

July 2024 – August 2025

- Built strong customer relationships, fostering brand loyalty through personalized interactions.
- Engaged with customers daily, understanding their needs and providing tailored solutions.
- Conducted product demonstrations to enhance customer experience.
- Consistently met and exceeded sales and service targets by leveraging data insights.
- Collaborated with team members to optimize in-store operations and reach performance goals.

SARATOGA REGIONAL YMCA

Member Services Representative/Wellness Coach

Saratoga Springs, NY

May 2022 – August 2024

- Managed customer inquiries, ensuring a seamless experience for new and returning members.
- Tracked member engagement trends, providing data-driven insights to improve customer journey.
- Assisted in event coordination and program executive, cross-functionally working with other teams.
- Maintained operational tasks, ensuring accuracy and confidentiality.

INTERNSHIPS

SARATOGA REGIONAL YMCA

Marketing Specialist Intern

Saratoga Springs, NY

June 2023 – Aug 2023

- Developed and executed digital campaigns across the existing YMCA's Facebook page.
- Analyzed social media performance metrics to identify growth opportunities.
- Created visually appealing graphics and videos using Canva, increasing engagement.
- Managed the social media calendar, ensuring consistent and strategic content delivery.

RELEVANT PROJECTS

SPARK TANK

Third Place Winner at Siena College

Loudonville, NY

April 2024

- Conducted market research and competitive analysis to identify consumer demand.
- Created a business model and financial projections with a team member.
- Delivered a data-driven pitch to a panel of judges that consisted of business professionals and alumni.

EXPLORATORY DATA ANALYSIS FOR MACHINE LEARNING

Coursera

Albany, NY

Jan 2025

TECHNOLOGIES AND LANGUAGES

Languages: Python, HTML, CSS, SQL

Technologies: SQLite