

Nicholas G. Nelson

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Education

Brigham Young University-Idaho

Graduation date: December 2016

Bachelor of Science in Software Engineering

Rexburg, ID

- Relevant coursework: Object-oriented Programming, Advanced Data Structures, Software Design and Development, Software Engineering, Web Engineering
- Member of Association for Computer Machinery

Skills

Programs:

- Eclipse
- Xcode
- Linux
- Mac OS X
- Windows
- BASH/zsh
- Oracle SQL Developer

Programming Languages

- Python
- Lua
- Java
- C/C++
- PHP

Other Languages

- XML
- HTML5
- SQL
- BASH

Experience

Quality Assurance Engineer

August – December 2015

The Church of Jesus Christ of Latter-day Saints

Riverton, UT

- Discovered and reported bugs for both the Gospel Library iOS application and the content publishing system
- Developed software in Java to automate the process of testing the content publishing system

Sales Associate

April 2013 – Present

Dillard's

Idaho Falls, ID

- Exceeded sales goals, qualifying for compensation increase
- Built reputation with customers

Host

August – December 2013

Fieldwork Phoenix

Phoenix, AZ

- Exceeded expectations by providing host services to high profile clients
- Assisted clients by managing focus sessions for classified research

Customer Service Representative

February – May 2010, July – December 2012

GC Services – Apple/Sprint

Mesa, AZ

- Solved customer issues using excellent customer service by helping them over the phone
- Achieved high customer ratings in quality of service and resolution; approximately 9/10

Volunteer Experience

Two-year Full-time Volunteer Representative

May 2010 – May 2012

The Church of Jesus Christ of Latter-day Saints

Atlanta, GA

- Became advanced in Spanish; speaking, reading, and writing
- Managed and trained other volunteers by helping them achieve long/short-term goals

Eagle Scout

May 2007

Boy Scouts of America

Mesa, AZ

- Managed service project involving over 30 people
- Received paint and cleaning supplies as donations from local businesses