

Nick Tagliamonte

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[LinkedIn](#) • [Github](#)

Objective

Motivated computer science student with a background in IT support and software development. Seeking an internship to apply technical skills in a practical setting while contributing to innovative projects. Long-term goals include pursuing graduate studies and a career in academia.

Education

Bachelor of Science in Computer Science

Minor in Mathematics

Temple University, Philadelphia, PA

Anticipated Graduation: May 2026

Associate of Science in Computer Science

Bucks County Community College, Newtown, PA

Graduation: May 2024, GPA: 4.0

Associate of Science in Mathematics

Bucks County Community College, Newtown, PA

Graduation: December 2024, GPA: 4.0

Skills

- Programming Languages: Python, Java
 - Cloud Platforms: Azure, AWS
 - Technical Support Tools: Kaseya, Microsoft Intune
 - Other: Active Directory, Microsoft Office 365
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Projects

Website Development

Developed a personal website featuring a portfolio, resume, and project showcase using HTML, CSS, and JavaScript. Implemented responsive design for mobile compatibility and included dark mode functionality.

Onboarding Tool Development

Created a Java application to streamline the onboarding process for new employees at ISS Solutions.

Experience

IT Service Desk Regional Lead

Victrex

Dec 2023 - Sept 2024

- Serve as the primary contact for IT-related issues and requests, ensuring efficient resolution of incidents.
- Log all service desk calls and deliver first-contact resolution through effective triaging.
- Manage IT consumables and device availability, overseeing a budget of approximately £60k per annum.
- Collaborate with global IT teams on service improvement initiatives and support local cybersecurity efforts.

Global IT Helpdesk Analyst

Victrex

Jul 2022 - Jan 2024

- Provided first-tier support for IT incidents, maintaining a first-call resolution rate of over 70%.
- Developed and maintained a knowledge base of support articles for team use.
- Supported remote desktop environments and managed Azure Active Directory.

Help Desk Analyst

ISS Solutions

Jul 2020 - Jul 2022

- Managed user inquiries and resolved issues for a helpdesk serving 4,000 customers.
 - Nominated for the HDI Help Desk Analyst of the Year award for exceptional performance.
 - Implemented a Java application to automate routine tasks and improve workflow efficiency.
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Certifications

- CompTIA A+

- CompTIA Network+
 - AWS Cloud Practitioner
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Extracurricular Activities

- Member, TUDev Club
 - Member, Temple Association for Computing Machinery
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Awards

- Nominated for HDI Service Desk Analyst of the Year, 2022