

## **Nick Tagliamonte**

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Website: nicktagliamonte.github.io

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### **Objective**

Motivated computer science student with a background in IT support and software development. Extensive problem-solving abilities with a solutions focused independent and team-based mindset. 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.

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### **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 2023, GPA: 4.0

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### **Skills**

- Programming Languages: Python, Java, JavaScript
  - Markup and Programming-Adjacent: HTML, CSS, JSON
  - Cloud Platforms: Azure, AWS
  - 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.

For information on projects currently under development, visit [nicktagliamonte.github.io](https://nicktagliamonte.github.io)

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## **Experience**

### **IT Service Desk Regional Lead**

Region: North America

Victrex

Dec 2023 - Sept 2024

- Serve as the primary contact for IT-related issues and requests, ensuring efficient resolution of incidents for 2,000 employees.
- Led a network cutover project during office renovation involving planning and vendor communication for the move of a server rack containing a demarcation point and the layout of computing resources in the new space.
- 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 year.
- Collaborate with other IT professionals and employees across several time zones to ensure smooth operations of improvement initiatives on a global scale and 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.
- Independently led a project from conceptualization to implementation to create a bespoke Java application to automate routine tasks essential for daily company operations improving workflow efficiency and accuracy.

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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