Nick Tagliamonte
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Website: nicktagliamonte.github.io

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 research.

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: Python, Java, JavaScript, HTML, CSS, JSON
- Cloud Platforms: Azure, AWS
- Other: Active Directory, Microsoft Office 365

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

Experience

IT Service Desk Regional Lead
Region: North America
Victrex
Dec 2023 - Sept 2024

- Served 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.

- Logged all service desk calls and delivered first-contact resolution through effective triaging.

- Managed IT consumables and device availability, overseeing a budget of approximately £60k per year.

- Collaborated 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%.

- 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.

Certifications

- CompTIA A+, CompTIA Network+, AWS Cloud Practitioner

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