**Nick Tagliamonte**  
Phone: 215-869-7300  
Email: tug35742@temple.edu | ntagliamonte28@gmail.com  
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

**Awards**

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