Nacarin (Nick)
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EDUCATION

B.A. / Computer Science - Information Systems / University of Winnipeg   May 2019 - Apr 2023

Skilled experience in Object-Oriented Programming using Java. Solid understanding of relational databases and writing complex SQL queries using PostgreSQL and MySQL. Knowledge of front-end development using HTML, CSS, and JavaScript as well as back-end development using Node.JS and the Express framework. Ability to understand project management and individual components in an enterprise information system and the importance of data handling and manipulation.

WORK EXPERIENCE

Help Desk Advisor / TTEC Canada   Jun 2021 – Present

- Troubleshoot customer account and technical issues.
- Developed and supplied support ticket templates to improve workflow.
- User communication made through **Zendesk.** Querying user data through **Userhub, Microsoft Server, Alation, and Geocomply**.
- Team communication made through **Zoom** and **Slack**

Registration Staff / University of Winnipeg   May 2022 – May 2023

- Assist students with registration through email, over the phone, and in person.
- Querying and updating student data and records using **Ellucian** and **QFlow**.
- Preparing and organizing student documents for mail or pickup.
- Team communication made through **Microsoft Teams**.

PROJECTS

Student Network Website (GitHub) / *Full-Stack / Agile Development*   Sep 2020 - May 2021

- Developed a social networking site for university students as a hub for connecting with others & finding other student resources such as housing, courses, jobs, etc.
- Incorporated several API routes and databases for register/login, job scraping using **Beautiful Soup** and **Python**, course catalogue, and housing information.
- Utilized: **Python, Docker, Chakra UI, NextJS, ExpressJS, MySQL**

Discord Music Bot (GitHub) / Full-Stack / *Agile Development*   *Dec 2021 - Jan 2022*

- Developed a functioning Discord music bot that utilizes the **Discord Bot API** & reactive library **Discord4J**.
- Integrated spotless with Gradle to reformat Java code and employed **LavaPlayer API** to pull audio music library.
- Utilized: **Java, Gradle, Spring Boot, and several discord bot dependencies**

TECHNICAL SKILLS

Programming	| Java | Python | JavaScript | C | C++
Web & Database	| HTML | CSS | MySQL | SQL Server | PostgreSQL | HTTP
Frameworks	| ReactJS | Express | NodeJS | Bootstrap | Spring Boot | Spring WebFlux
Tools	| Git | Docker | Unix | Visual Studio | VSCode | MS Office | AWS (Training)