Nicholas Goodman

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Baltimore, MD

EDUCATION

Bachelor of Science, Computer Science

University of Maryland, College Park   Feb 2021 - May 2024
   - Relevant Coursework: Algorithms & DS, OOP I & II, ML, Data Science, Human-Computer Interaction

Bachelor of Science, Economics

University of Maryland, College Park   Feb 2021 - May 2024
   - Relevant Coursework: Econometrics, Adv. Macroeconomics, Labor Economics, Economics of Big Data

PROJECTS

- **Playback** (Flask)
   - A music review website utilizes the Spotify API, enabling registered users to search, view, and review a selection of over a million albums. The backend utilizes the Flask framework and MongoDB.
- **Terptales** (Flutter)
   - A mobile e-reader app compatible with iOS and Android allows users to flip through pages using their device's gyroscope, annotate, and bookmark pages. Books can be added from the local filesystem or the web.
- **KeySprint** (HTML/CSS/JavaScript)
   - A minimalistic typing test, emphasizing clean interface design. Users can assess and improve typing speed with distraction-free ease, leveraging intuitive tracking and performance monitoring features.

EXPERIENCE

Lead IT Technician, UMD Division of IT – College Park, MD   Mar 2022 – Jun 2024
   - Directed a team of six technicians to improve support quality by creating documentation and delivering feedback
   - Provided university members solutions to software and system issues by troubleshooting via email and VoIP
   - Ensured a comprehensive record of incidents by documenting all interactions via the ServiceNow ticketing system
   - Improved ticket resolution time for common incidents from three minutes to 30 seconds by developing templates

IT Technician, U.S. Census Bureau – Hagerstown, MD   Mar 2020 – Nov 2020
   - Provided Census enumerators solutions to software and system issues by troubleshooting via email and VoIP
   - Maintained records of incidents by documenting all interactions using the ServiceNow ticketing system
   - Facilitated device deployment by performing inventory checks and restoration on 200 issued devices.
   - Trained new employees on Census-issued devices and software, improving the skills of 250 field representatives

Land Surveyor, Johnson Bernat Associates – Gaithersburg, MD   Feb 2018 – Aug 2019
   - Collaborated with a team of four to conduct topographical and stakeout surveys using modern surveyor tools
   - Enabled construction of projects by marking planned coordinates within thousandths of an inch using total stations
   - Measured precise elevation for critical infrastructure including bridges and water lines using an optical level
   - Achieved increased project turnaround by conducting rapid surveys using GPS and 3D laser scanners

Executive Assistant, Cloud N – Frederick, MD   May 2016 – Dec 2017
   - Managed end-to-end payroll processes and conducted screening of prospective candidates for recruitment
   - Created visually compelling event flyers, website graphics, and packaging using Adobe Illustrator and Photoshop
   - Co-authored a comprehensive provisional patent application for the organization's flagship device
   - Produced technical diagrams for both flagship and auxiliary devices utilizing Autodesk AutoCAD and Inventor

SKILLS

Languages:	C, C++, CSS, Dart, HTML, JavaScript, Java, Python, R, SQL, TypeScript
Technologies:	Flask, Flutter, MongoDB, NumPy, Pandas, React, Scikit-learn
Software & Tools:	Figma, Git, GitHub, Gitlab, Linux, MATLAB, RStudio, Stata