

## NICOLAI JACOBSZ

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### SOFTWARE DEVELOPMENT | CYBERSECURITY

Software Developer and Marine Corps Reservist leveraging 9 years of proven experience in customer service, logistics support, and cybersecurity. Adept at leading teams in a dynamic, fast - paced environment. Extensive knowledge in back-end software development, authoring code derived from designing, building, and maintaining websites using scripting languages, content creation tools and digital media. Possesses a comprehensive background in protecting networks and sensitive information, programming languages MySQL and Ruby on Rails, inventory management, and team leadership. Oversaw company assets and sensitive information while managing risk, safety, and quality assurance. Holds an active Secret Security Clearance.

- Software Development
- Cybersecurity
- Inventory Management
- Team Leadership
- Programming
- Multi-Lingual
- Quality Control | Assurance
- Regulatory Compliance
- Threat Analysis | Mitigation

### EDUCATION | SPECIALIZED TRAINING

**Bachelor of Science (B.S.), Software Development and Security** | University of Maryland University College | 2020  
**Bachelor of Science (B.S.), Network and Cyber Security** | University of Maryland University College | 2020  
**Associates of Science (A.S.), Computer Studies** | University of Maryland University College | 2019

Leadership Courses | Electrical and Electronics Engineering Courses | Cybersecurity Courses Software Development Courses and Internship

### TECHNICAL COMPETENCIES

**Software:**  
Microsoft Office 365, SharePoint,  
Google Docs

**Operating Systems:**  
Linux, Mac, Windows Server 2008  
Windows XP, 7 & 8

**Networking:**  
LAN, WAN, VPN, Wireless,  
Switches, Routers, Wi-Fi

**Enterprise Applications:**  
PeopleSoft, CRM, SAP

**Programming:**  
Java; HTML; CSS; C# .NET; Ruby;  
Ruby on Rails; Python; MySQL

**Processes:**  
Change Management, Imaging, OSI  
Model, Active Director

### PROFESSIONAL EXPERIENCE

**Within3 | Remote**

**2020 – Present**

#### Application Support Engineer

- Answered and closed 95% client calls regarding usability issues and resolved tickets as per Customer Success Team.
- Provided detailed information on Software Functionality and intended operations.
- Managing Escalation, provided technical guidance and training in application software and operational procedures to clients.
- Collaborated with cross-functional teams to analyze, investigate, and diagnosis root cause of problems as well as completion of corrective actions.

**Code7 Protection App | Kuala Lumpur, Malaysia**

**2020 – Jun21**

#### Software Development | UI/UX Design

- Assisted with the development of web applications with C#, .Net, and MySQL database languages
- Design UI/UX application with Figma and Adobe XD having direct client interaction.
- Performed system testing and maintained and created documentation for the application, meeting strict deadlines.

**Mobius Digital Systems | Kuala Lumpur, Malaysia**  
**Software Development | UI/UX Designer Intern**

**2020 – Jul-20**

- Assisted with the development of web applications with Ruby on Rails and MySQL database languages
- Learned and performed database operations by way of on the job training to include backups, restores, script creation, schema alterations and enhancements, and job creation for automating services
- Performed system testing and maintained and created documentation for the application

**United States Marine Corps Reserves | Various Locations**  
**Team Supervisor**

**2011 – Jan20**

- Protected sensitive information and networks from being compromised by malicious intruders
- Oversaw special projects while training and supervising an assigned team of 50 personnel
- Serviced, inspected, maintained and repaired motor transport vehicles and associated equipment

**VOLUNTEER HISTORY**

Dallas CASA | Advocate | 2016 – Present  
Richland College | ESOL Student Volunteer | 2016 – Present Toys  
for Tots | Holiday Season Volunteer | 2012 – Present  
National Kidney Foundation | Patient Screener | 2016 – 2016