

## NICOLAI JACOB SZ

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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  
**Associates of Arts (A.A.), Foreign Language** | Richland College | 2017

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++; Visual  
Basic; Ruby on Rails, Git

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

### PROFESSIONAL EXPERIENCE

**Mobius Digital Systems | Kuala Lumpur, Malaysia**  
**Software Development Intern**

**2020 – Present**

- 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 – Present**

- 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

**Stryker Communications | Flower Mound, TX**  
**Material Handler**

**2017 – 2017**

- Maintained inventory by identifying, labeling, and placing materials and supplies in stock; Maintained in-process inventory at work centers by delivering and opening materials and supplies
- Recorded the location of inventory and documented product shipment by recording units shipped; Documented materials and supplies disposition by recording units delivered and location of units
- Received credit-return material and supplies from production by verifying materials and supplies code and lot number and quantity before placing materials in stock; Prepared finished stock for shipment by identifying, pulling, packing, crating, loading, and securing product
- Preserved material-handling equipment by completing pre-use inspections and making operator repairs as needed

**Baylor Heart and Vascular Center | Dallas, TX****2016 – 2016****Material Handler**

- Located materials and supplies by pulling and verifying materials and supplies listed on production orders
- Assured that supplies and equipment are efficiently received, stocked, and ultimately delivered to all areas of the hospital
- Ensured all material handling equipment is in safe working order by performing routine inspections and maintenance

**Discount Tire | Arlington, TX****2012 – 2016****Tire Technician**

- Dismounted, mounted, and balanced tires and installed all other products sold in the store onto customer vehicles
- Drove customer vehicles onto the lift and secured the vehicle before dismounting the tires and wheels; Reattached all tires and wheels to ensure the proper and safe operation of the vehicle
- Inspected damaged and flat tires for areas needing repair using water bath; Repaired or replaced tires as needed

**Extra Space Storage | Dallas, TX****2014 – 2016****Assistant Manager**

- Supervised employees and provided customer service; Settled issues between two or more employees or between employees and management; Resolved customer issues and concerns
- Participated in management training to understand the store manager duties, fill-in as the store manager during their absence, and prepare for advancement opportunities
- Developed employee schedules to ensure adequate coverage during peak operating hours; Ensured payroll accuracy
- Selected applicants to move forward in the hiring process and collaborated with the site manager to make hiring decisions; Oversaw the training program for new hires

**Aegis Communication | Killeen, TX****2011 – 2012****Customer Service Associate**

- Maintained adequate company and product knowledge to provide proficient service and assist customers with inquiries related to products and services
- Resolved customer complaints and concerns; Identified and escalated priority issues; Routed calls to appropriate resource as needed
- Answered inbound calls and made outbound call contacts within a predetermined time frame to ensure all metrics are being met

**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