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

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

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 – Present**
Software Development | UI/UX Designer
- 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   2020 – Jul-20
Software Development | UI/UX Designer Intern
- 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   2011 – Present
Team Supervisor
- 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

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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