

# Nicole Ticknor

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## SUMMARY

Motivated and personable Full-Stack Web Developer and award-winning Project Manager with 5 years' experience at the enterprise level. Consistently recognized as a skilled leader and effective communicator in collaborative environments. Intuitively analytical thinker who strives for continuous improvement and thrives in complex, challenging industries. Proficient in planning, developing, and testing web apps using React, JQuery, HTML and CSS on the frontend and Node, PostgreSQL, and Microsoft SQL Server on the backend.

## PROJECTS

### Interview Scheduler

SPA for users to create, edit, and delete interview appointments

- React, CSS, HTML
- Node, Express, SQL

### Wriddit

Collaborative tool to create, contribute to and vote on stories.

- JQuery, Ajax, HTML, CSS
- Node, Express, PostgreSQL

### Tweeter

SPA for users to create new Tweets and read Tweets from other users.

- JQuery, Ajax, HTML, CSS
- Node, Express

### TinyApp

App for creating, storing, and sharing shortened URLs

- Node, Express, & Bootstrap

## SKILLS

### Languages

JavaScript, SQL, HTML, CSS

### Frameworks & Libraries

Node, React, Ajax, Express, JQuery, Jest, Cypress, Mocha & Chai

### OTHER

Project Management, Systems Analysis & Design, Data Analysis, Technical Writing, Public Speaking & Presentations, Leadership

## EDUCATION

**Lighthouse Labs** Jun 2020  
Diploma: Full-Stack Web Development

**Simon Fraser University** Dec 2014  
Bachelors: Business Administration

- 4.0 GPA
- TA and Tutor in Stats, Math, Economics

## SOFTWARE & PM EXPERIENCE

**Business Systems Analyst** 2.2018  
*Ledcor Information Services* - 2.2019

- Collaborated on all stages of the SDLC from securing executive sponsorship to post-implementation change management

- Managed concurrent software development projects, performed testing with Postman and Microsoft SQL Server, and designed and facilitated user acceptance testing workshops

- Developed and performed user testing suites in ServiceNow

- Led cross-functional teams to elicit business requirements and document system specifications

**Project Manager** 12.2014  
*Ledcor Technical Services* - 5.2017

- Oversaw delivery of a mobile-accessible knowledge base to support field technician training and QA

- Implemented change management programs for system improvement projects, achieving sustained process adherence in a 24/7 operation with multiple locations in North America

- Developed and delivered in-depth training on new system workflows and processes

- Coordinated reporting and presentations for internal and external stakeholders detailing project scope, progress, and results

## PRODUCT & MKTG EXPERIENCE

**Product Manager** 5.2017  
*Ledcor Technical Services* - 2.2018

- Developed, implemented, and monitored systems to track and bill for change orders, increasing monthly revenue across multiple projects in Canada

- Created an interactive pricing model and standardized SOWs, achieving executive support and widespread adoption across North America

- Reviewed project scope to determine optimal service delivery and fostered SME collaboration to develop competitive bid proposal