

Nigel Orion

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[LinkedIn](#)

SKILLS

MySQL
PostgreSQL
Python
Pandas
Javascript
HTML/CSS
Vue.js
React
Git/GitHub
Restful APIs
Jira
Linux
Hubspot/Front
Slack
Facebook Pixel
Google Analytics
Google Tag Manager
Google Adwords
Shopify
Liquid
Ecommerce SaaS

REFERENCES

Emily Foreman
Director of Customer Success
(503) 545-5603
emily@carthook.com

Emma Holland
Thinkful Community Manager
(503) 915-8221
emma@thinkful.com

EDUCATION

Epicodus
Portland, OR — 2016-2017

SUMMARY

A technical creative problem solver with a unique perspective to **bring ideas and solutions** with an empathetic approach. As a teacher and mentor, communicating **effectively complex ideas as a simple solution** is a passion, finding enjoyment in creating and improving processes, while educating at a high and low-level capacity. I love the **'ah ha' moments**. If I can get someone non-technical to understand the technical, my work is done. I'm looking for a career that allows me to take **my technical knowledge and apply it in a creative, consultative** environment.

EMPLOYMENT HISTORY

Lead Customer Engineer - CartHook
Portland, OR — November 2018 - May 2020

- Worked hand-in-hand with enterprise merchants grossing over \$1m in monthly ecommerce revenue, to customize their ecommerce checkouts.
- Enabled merchants to onboard faster, increase their checkout conversion rates, and increase their average order value by unblocking technical hurdles during launch
- Assisted Enterprise merchants (>\$1m monthly revenue) to understand tech stack compatibility and customization options for Shopify/Shopify Plus & CartHook solutions
- Primary point-person for support issues and questions with affiliate apps (Swell, Smile.io, Loyalty Lion) and conversion tools (Google Analytics, Google Adwords, Google Tag Manager, Facebook Pixel)
- The Product team's eyes and ears for merchant growth opportunities and trends within the industry/enterprise merchant space
- Collaborated with Product and Engineering on a case-by-case need to help debug technical issues and prioritize feature requests submitted during the onboarding process
- Created and maintained Customer Engineer Jira process and board
- Assisted with product-related tickets and helped with feature discovery, scoping and testing

Event Lead - Thinkful

Portland, OR — April 2017 - November 2018

- Lead and organized local coding meetups in Portland, OR
- Onboarded new instructors and teacher assistants to bring them up to speed the Thinkful process
- Helped students learn to think like an engineer and how to apply recently learned concepts to challenges and projects
- Directly assist students in building projects in HTML, CSS, Javascript, Node, and jQuery.
- Guided students through challenges with a collaborative approach to explaining how and why the code built works the way it does

