

# NICHOLAS PFEFFER

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## EDUCATION

**Florida State University**

**Bachelor of Science in Information Technology**

*Expected Graduation: Fall 2025*

### Relevant Coursework:

- **LIS 4369:** Extensible Enterprise Solutions (Python, R)
  - **LIS 4381:** Mobile Web Application Development
  - **LIS 4774:** Information Security
  - **LIS 4482:** Networks and Telecommunication
  - **LIS 4331:** Advanced Mobile Applications Development
  - **LIS 3781:** Advanced Database Management
  - **LIS 4368:** Advanced Web Applications Development
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## TECHNICAL SKILLS

- **Programming & Tools:** SQL, JavaScript, React, Node.js, Java, Python
  - **Operating Systems:** Windows, macOS, Linux/Unix
  - **Version Control:** Git CLI with GitHub/Bitbucket workflow
  - **Database Management:** MySQL, MSSQL Server, Firebase, MongoDB
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## PROFESSIONAL EXPERIENCE

### Customer Service Associate

*Lemongrass Asian Bistro – Boca Raton, Florida – 2021-2022*

- Delivered exceptional customer service, addressing guest needs promptly and professionally.
- Managed transactions, ensuring accurate billing and reconciliation of cash/credit payments.
- Worked effectively in a fast-paced environment, maintaining quality and teamwork.

### Customer Service Associate and Restaurant Expeditor

*American Social Gastropub – Boca Raton, Florida – 2023*

- Created a welcoming atmosphere for guests, enhancing customer satisfaction and loyalty.
  - Trained new team members on operational processes and customer service standards.
  - Managed and fulfilled tickets in high-pressure back-of-house scenarios with quick turnarounds.
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## PROJECTS

- **E-commerce Web Application**  
Developed a retail CRM with a MySQL backend, Node.js server, and a React.js frontend to build a feature-rich, full-stack e-commerce platform with CRUD functionality.
- **Widget Dashboard with RESTful APIs**  
Designed and implemented a React.js dashboard that incorporates APIs (Yahoo Finance, Weather API, News API, Firestore/Firebase) to display dynamic data visualizations and to support the creation/tracking of user-defined tasks.
- **Course Repositories**  
Compiled the projects, requirements, and deliverables for several of my development courses with detailed markdown conveying the scope and depth of my curriculum.
- **Personal Portfolio**  
Combined React.js and Tailwind.css to create a responsive showcase for personal and academic projects; hosted by GitHub pages.