

# 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

- **Languages & Tools:** Java, Python, Typescript, React.js, Next.js, Node.js
  - **Backend:** MySQL, MSSQL Server, Firebase, MongoDB
  - **Operating Systems:** Linux/Unix, Windows, macOS
  - **Version Control:** Git CLI with GitHub/Bitbucket workflow
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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

- **Cloudboard.dev**  
Leveraged Next.js, Firebase, and Tailwind.css to create a responsive and synchronous kanban board with support for agile practices and team-oriented solutions, self-hosted on my Ubuntu Server.
- **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.