**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

**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

**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.

**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.