Nicholas P Duval

NicholasPDuval74@gmail.com   (603)897-9611

Plymouth State University, Plymouth, NH
***Bachelor of Arts* – Communications**   **May 2009**

Plymouth State University, Plymouth, NH
Masters of Business Administration- Accounting   *Feb 2015*

UNH Codeing Bootcamp   *Mar 2022*

CyberGrants - Andover, MA   **10/2019 - Present**
Software Support Engineer
- ➤ Developing success plans for customers that outline their critical success factors, metrics for success, potential issues, and provide recommendations
- ➤ Configure and enhance the customer configuration to achieve their required goals. Promoting opportunities for two-way communication including keeping customers informed of process or procedural changes
- ➤ Leverage the capabilities of the software to provide workable solutions to clients
- ➤ Utilize SQL to search, update, and report on data in client database

UniFirst Corporation Boston, MA   **03/2018 - Present**
Production Manager
- ➤ Hiring, training, and ongoing coaching of upwards of 40 UniFirst Team partners
- ➤ Maximize divisional profits by meeting and exceeding growth and efficiency goals through financial analysis and strict inventory management
- ➤ Cost control and purchasing of all UniFirst rental garments and Facility Service products
- ➤ Analyzing, updating, and reporting on all departmental KPIs

FIS Global Burlington, MA   **08/2015- 09/2017**
Application Support Engineer
- ➤ Support and relationship management representative supporting a large multifaceted securities trading compliance application for large financial firms and their Compliance personnel
- ➤ Liaison between the Compliance Administrators and FIS's internal Software Development, File Transmission, and Implementation teams to ensure quality and timely resolutions to system, data and compliance related issues
- ➤ Create and refine technical documentation of system configurations and functionality
- ➤ Troubleshooting and QA testing of enhancement requests, bug reports, and design issues as they arise

Fidelity Investments Merrimack, NH   **08/2012-08/2015**
High Net-Worth Retirement Guidance Consultant
- ➤ Senior Trader and Wealth Management Representative for Fidelity's high net worth clients
- ➤ Technical and product support for Fidelity's trading platform, Active Trader Pro
- ➤ Build and expand customer relationships by identifying customers' needs and offering customized investment solutions based on in-depth industry and product knowledge
- ➤ ***FINRA Licenses Series 7 and 63***

TECHNOLOGIES:

- ➤ HTML, CSS, Bootstrap, JavaScript, JQuery, Node.js, Express, RESTful API, Oracle SQL, MySQL

LICENSES AND CERTIFICATIONS:

- ➤ Graduate Certificate- Accounting, UNH Full Stack Web Development Certification