NICHOLAS RONZEL

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📍 Tampa, FL

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https://github.com/nronzel

PROFILE

Looking to leverage my extensive 10+ year IT background into the next stage of my career. Strong problem-solving skills, attention to detail, communication skills, and ability to work collaboratively in a team environment. Passionate about learning new technologies and concepts to continuously improve my skills and deliver excellence.

SKILLS

LANGUAGES

- JavaScript
- Go
- CSS3
- Python
- HTML5
- SQL

FRONTEND

- React
- SASS/SCSS
- Vite
- SolidJS
- Webpack
- Jest

BACKEND

- MongoDB
- Express
- Firebase
- PostgreSQL
- RESTful API's
- Echo (Go)
- AWS
- Terraform

OTHER

- Git
- Jira
- Slack
- Trello/Asana
- Agile
- SCRUM

CERTIFIED

AWS SOLUTIONS ARCHITECT
#YXN662JL1MB4QLSZ

AWS CLOUD PRACTITIONER
#QVMVHL7LCN1QQ0CC

CONTRIBUTIONS

The Odin Project - March 2023
PR #25106 - Merged commit - 56f450b

RECENT EXPERIENCE

SYSTEM ADMINISTRATOR

Spaulding Decon Industries

2022-2023

- Developed internal tools with Go and Python to make administration tasks more efficient
- Built help desk and IT department from ground up
- Created SOP's to improve self-service and reduce IT requests by 12%
- Headed migration from Xpedeus to RingCentral VOIP system

ENTERPRISE IT SUPPORT SPECIALIST II

DLA Piper

2020-2021

- Reduced costs and increased value by 4% through process automation with Powershell
- Managed all IT assets for Tampa office & triaged escalated tickets from all 10 East Coast offices
- Project based work including testing Windows Autopilot deployment

ENTERPRISE IT SUPPORT SPECIALIST I

DLA Piper

2017-2020

- 98% First Call Resolution rate in fast-paced top 3 law firm help desk
- Trained new team members
- Dual role as Specialist II when coverage was needed
- Performed metrics reports that helped reduce SLA breaches by 16%
- Call volume analytics through PowerBI - reduced dropped calls to under 3% target