NICHOLAS RONZEL

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📍 Tampa, FL

🌐 https://nickronzel.com
https://github.com/nronzel

PROFILE

IT Professional with 10+ years of experience. Looking to leverage my extensive background into a transition to development. Strong problem-solving skills, attention to detail, 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

- Proficient in HTML5, CSS3, JavaScript, Python, and SQL
- Experienced in React, SolidJS, SASS, Webpack, and Vite
- Knowledgeable in UI/UX design principles and accessible web design
- Comfortable with version control (Git, GitHub, GitLab) and cloud services (AWS, Terraform)
- Agile/Scrum practices and use of project management tools (Trello, Jira, Asana)
- Strong problem-solving, communication, and time management capabilities

CERTIFIED

AWS SOLUTIONS ARCHITECT
#YXN662JL1MB4QLSZ

AWS CLOUD PRACTITIONER
#QVMVHL7LCN1QQ0CC

CONTRIBUTIONS

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

EXPERIENCE

SYSTEM ADMIN / HELP DESK MANAGER

Spaulding Decon Industries

2022-2023

- Built help desk and internal 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
- Reported directly to COO and managed all IT related systems

ENTERPRISE IT SUPPORT SPECIALIST II

DLA Piper

2020-2021

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

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