

Nicholas Orton
nrrorton@gmail.com

Career Focus

Purposely driven Computer Science and Mathematics student with hands-on experience in customer service, technical support, and data handling. Further possess skills in data analytics, Python, and systems integration. Ambitious and eager to contribute toward innovative tech solutions while remaining relentless in my development as a future Scientist of Technology.

Qualifications

- **Programming & Data:** Python, Java, Pandas, Excel, CSV Formatting, Linux/Unix CLI
- **CRM & CMS Tools:** Pipedrive, Notion, Wix, Shopify
- **Systems & Integration:** API handling, CRM data standardization
- **Professional Strengths:** Complex problem-solving, technical support, customer advocacy, data cleaning, fraud detection, escalation management
- **Other:** Typing 100 WPM, strong written/oral communication, abstract/strategic thinker, passionate lifelong student

Education and Training

2023 Pittsburg State University (Anticipated Graduation Fall 2026) – Pittsburg, KS
Major in Computer Science/Minor in Mathematics/Minor in Information Systems

Work Experience

Data Entry Specialist Intern, 05/2025 – 06/2025

Rooted Ag – Fort Scott, KS

- Cleaned, formatted, and transformed contact datasets using Python and pandas to prepare records for seamless integration into Pipedrive CRM.
- Led efforts to structure and standardize the company's CRM database, improving the usability and accuracy for the company.
- Created custom logic to classify contacts by category based on organization names, contact names, email addresses, and other identifying information.
- Regularly met with manager to brainstorm and discuss new ideas and future prospecting of both clientele and data management handling.

Customer Advocate Specialist, 06/2023 – 02/2025

Backyard Discovery – Pittsburg, KS

- Provide timely and accurate information regarding incoming customer issues, orders, and product knowledge requests.
- Answer all calls, chats, and emails with professional phone and email etiquette.
- Process customer orders/changes/returns according to established processes, policies, and procedures.
- Handle escalation management.
- Assist customers through product assembly.
- Handle confidential and non-routine information with high regard to privacy.

Customer Service Representative, 01/2013 – 03/2015; 01/2022 – 08/2022

Kelly Services. – Wichita, KS

- Manage phone, e-mail, and chat support for moderate to complex system or content issues.
- Identify and document resolution to recurring inquiries.
- Mentor existing staff and monitor open tickets of assigned service representatives to ensure timely and effective resolution.
- Crosstrain on other CCH products and systems.
- Participate in projects as well as process improvement initiatives.
- Participate in product testing and review as required.

Fraud Detection Agent, 04/2020 - 12/2021

TTEC/Bank of America - Remote, WFH

- Investigate claims of fraud from Visa card holders.
- Work through many different types of software systems.
- Strong focus on quality to prevent major bank losses.

Monitoring Representative, 11/2015 – 07/2016

Protection 1 – Wichita, KS

- Verify, respond to, and dispatch on emergency signals.
- Proficient in the verification and dispatching of alarms to police/fire agencies.
- Know the different types of signals and the SOPs for each signal.
- Keep abreast of the organization goals and positions held.