4623 Branch Ct.
Lithonia, GA 30038
(404)644-8648
https://www.linkedin.com/in/nicholas-upshaw-b2469184/
https://github.com/nupshaw91
https://nupshaw91.github.io/updatedPortfolio2/
Nicholas.upshaw@yahoo.com

## Nicholas D. Upshaw

**Summary:** Results driven individual that strives to make all processes efficient and accurate. Knowledgeable in data collection, research methodology, validation, high level data analysis, root cause analysis, problem solving, and project management. Organized quick learner that adjust and conform to changes to meet deadlines. Proficient in Coding language Html, JavaScript (MERN), and CSS. Excellent Written and verbal communication skills; adept in interpreting, presenting and reporting operational performance data. Experienced at using business management technique to improve organization.

**Qualifications:** Experience working in high volume environments with the ability to multitask and working with supporting team. Highly proficient interpersonal skills, efficient in training, communicating, and collaborating with guests so they enjoy their orders. Great customer service skills. Process improvement expertise. Excellent quick-thinking problem solving.

Experienced with maintaining and working with a variety of databases, using various computer applications which include statistical packages, data processing, word processing programs, spreadsheets, and visual data. Proficient software knowledge includes Ridecheck Plus, Trapeze, data mining tools, Microsoft Office (Word, Excel, PowerPoint, Access), Power BI. Other applications are Snap professional, Toad for oracle, ArcView GIS , React, Node, Express, MongoDB.

**Professional Experience:**

**October 2016- Present -** *Technical AVL Specialist/Performance Analyst (Dual Responsibilities)*
**MARTA (METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY), Atlanta, GA**
- Provides technical support in managing and maintaining data generated by Automated Vehicle Locator (AVL), Automated Vehicle Announcement (AVA) technologies, and Automatic Passenger Counter (APC).
- Creates, associates (assigns), and validates Americans with Disabilities Act (ADA) automatic bus announcements.
- Tracks progress, assesses challenges, and identifies processes used to achieve overall success with automated systems in providing accurate and reliable data for reporting automatic bus announcement results and ridership data.
- Assists with Authority-wide educational efforts with field staff, stakeholders and vendors to ensure the development and alignment of performance objectives with the Authority's goals and objectives.
- Monitors, tracks, analyzes, and reports root cause analysis and performance measures.
- Training personnel on using software and hardware for data collection purposes.

**JULY 2011- OCTOBER 2016** *RESEARCH SURVEYOR*
**MARTA (METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY), Atlanta, GA**

- Conducted surveys for scientific, public opinion, and marketing research purposes.
- Public opinion surveys, which are intended to gather information about the attitudes and opinions of their experience on MARTA.
- Collected data using methods such as interviews, focus groups, market analysis surveys, public opinion polls, observation, reviewing files, and compiling literature reviews.
- Responsible for accurately collect, record, and review all required data collected from patrons using electronic mobile technology.
- Communicate in effective and professional manner with patrons to obtain unbiased information following the project methodology to solicit feedback.
- Translates coded, written survey results and enters data into appropriate format for data analysis.

**Projects:**

**TIS THE SEASONING:**

Technologies used: React, Data Tables, MongoDB, Mongoose, Node, Express, and Axios.

Description: This app allows users to add recipes, comment on recipes and search recipes by ingredients.

https://tranquil-ocean-59356.herokuapp.com/

https://github.com/nupshaw91/create-react-express

**TRAINSCHEDULER:**

Technologies used: Node, Express, moments and Axios.

**Description:** Application allows the user to add trains by name, destination, frequency and start of the first train. The next train arrival is calculated from the start of the train service and the frequency of the train.

HTTPS://NUPSHAW91.GITHUB.IO/TRAINSCHEDULER/
HTTPS://GITHUB.COM/NUPSHAW91/TRAINSCHEDULER

**TRIVIA GAME:**

Technologies used: Node, Express, Axios, and Firebase Database.

Description: Anime Trivia game to test your knowledge on how well you know the characters of shows.

https://nupshaw91.github.io/TriviaGame/

https://github.com/nupshaw91/TriviaGame

**Education:** **Georgia Institute of Technology** Atlanta, GA
Course: MERN Full Stack Development
Graduation date: February 2020

**Georgia State University** Atlanta, GA
Major: Finance

Nicholas D. Upshaw

**Morehouse College** Atlanta, GA

Major, Biology

AUGUST 2010 – DECEMBER 2012

**Stone Mountain High School** Stone Mountain, GA

Diploma Type: College Preparatory

Graduation date: May 2010