

# Nicholas Finch

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## SUMMARY OF QUALIFICATIONS

- ❖ Detail-oriented with exceptional troubleshooting skills
- ❖ Demonstrated ability to take ownership of completing projects and tasks
- ❖ Resolving issues in a thorough manner, while providing quality research and reporting
- ❖ Strong leadership abilities that encourages good communication and organization within a team
- ❖ Always seeking to improve while staying up to date on the latest technologies

## PROGRAMMING LANGUAGES AND TOOLS

- |                        |                     |                |                |
|------------------------|---------------------|----------------|----------------|
| ❖ C/C++                | ❖ HTML              | ❖ AWS          | ❖ Linux        |
| ❖ C#                   | ❖ CSS               | ❖ Azure DevOps | ❖ Bash         |
| ❖ Java                 | ❖ Django            | ❖ Splunk       | ❖ PowerShell   |
| ❖ PHP                  | ❖ Angular           | ❖ Jira         | ❖ Command Line |
| ❖ Python               | ❖ JavaScript/jQuery |                | ❖ Selenium     |
| ❖ SQL/MySQL/SQL Server | ❖ VBscript          |                | ❖ DB2          |
| ❖ Management Studio    |                     |                |                |

## RELEVANT EXPERIENCE

- Sr. Software Engineer / Analyst**  
**Top Class Actions** - Phoenix, AZ

- ❖ Developed RESTful API using JavaScript, Node.js, Express, and Heroku to consume and offload lead form data from WordPress site reducing query load to production site by 1K transactions per day.
  - ❖ Created API Integration to Google Sheets using JavaScript and AppScript to provide daily usage statistics, reducing Editorial Team’s workload by 27%.
  - ❖ Tested endpoint connections during onboarding of new clients using PostMan and Insomnia, decreasing onboarding time for clients by 15%.

**08/2022 to Current**
- Software Engineer**  
**Creative Testing Solutions** - Phoenix, AZ

- ❖ Took ownership of updating all on-prem C# MVC applications from .NET Core 2 to .NET 6
  - ❖ Took ownership of building and designing a C# .NET Core Application dedicated to assisting Micro-Technologists in their testing of incoming samples
  - ❖ Writing and improving upon existing libraries and architecture
  - ❖ Building and implementing Azure DevOps for Sprints and Epics to better deal with incoming issues and ease workload for team
  - ❖ Creating, building, and integrating Azure Pipelines for CI/CD infrastructure into previously unequipped servers and databases
  - ❖ Built robust and performant REST API that could ingest user input in a clean and testable way
  - ❖ Utilized Insomnia REST Client to test REST API

**01/2022 to 08/2022**
- Solutions Architect**  
**Involve AI** - Chandler, AZ

- ❖ Assisting Involve AI in spinning up their Solutions Architect role
  - ❖ Set up integrations between clients and the Involve AI platform
  - ❖ Utilizing Snowflake SQL to map client data from their datasources to the Involve AI Product.
  - ❖ Perform data analysis and QA to ensure that Client Data can properly synergize with the Involve AI Product
  - ❖ Work closely with project management teams to successfully monitor progress of initiatives

**10/2021 to 11/2021**
- Product Support Specialist**  
**Emailage/LexisNexis** - Chandler, AZ

- ❖ Trained and onboarded new Team Members, within 3 months were able to assist clients for Level 1 and 2 issues
  - ❖ Utilized Azure to report bugs and open and close Pull Requests on new code
  - ❖ Utilized Splunk to assist with client's use of API during and after integration
  - ❖ Created Alerts in Splunk to allow for greater oversight on the performance of API

**03/2020 to 10/2021**

- ❖ Created Splunk Dashboards to allow for quick digestible information from logs
- ❖ Provided support and integration of our latest API
- ❖ Assisted in the debugging of C# code and services within the API
- ❖ Maintained documentation and kept relevant portions updated as new features rolled out
- ❖ Rewrote and manufactured training material and videos to onboard new support team
- ❖ Streamlined call center workflow, bringing incoming ticket volume down 85%
- ❖ Streamlined Zendesk workflow allowing for faster response to customer inquiries
- ❖ Implemented file-sharing workflow to allow ease of sharing between Sales and Support Departments

**IT Product Specialist**

**11/2018 to 03/2020**

**Logicor** - Mesa, AZ

- ❖ On call help desk for enterprise product
- ❖ Provided support for customers working with product
- ❖ Provided Quality Assurance and troubleshooting within the Logicor Product
- ❖ Determined pain point areas within the Logicor Product and built solutions to resolve them
- ❖ Curated and developed internal documentation that boosted team's productivity
- ❖ Cleaned, maintained, and developed backend software according to new customer specs

**IT Lab Support Specialist**

**09/2018 to 11/2018**

**INSYS** - Chandler, AZ

- ❖ IT Help desk for various teams both onsite and offsite
- ❖ Developed documentation to help future proof and streamline processes for internal team
- ❖ Instated and developed a robust security system onsite utilizing open source Linux system to track potential threat actors

**IT Help Desk**

**06/2018 to 09/2018**

**Arizona State University** - Phoenix, AZ

- ❖ Helping students with common problems regarding software and hardware
- ❖ Closed 70% of the technical tickets that are usually submitted

**Student Web Engineer**

**06/2018 to 09/2018**

**Arizona State University** - Phoenix, AZ

- ❖ Using common UX design philosophies redesigned crucial site pages
- ❖ Creating a more intuitive web site for students and faculty to use
- ❖ Engineered a platform for monitoring computer GPUs across the network

**Software Engineer**

**05/2016 to 06/2018**

**United States Geological Survey** - Flagstaff, AZ

- ❖ Created effective user interface in Python using Qt framework for data scientists to use in rock analysis from Mars Curiosity Rover.
- ❖ Software cited in 3 different research papers

🏠 **EDUCATION**

**Arizona State University** Tempe, AZ

**02/2017 to 05/2020**

- ❖ Major in Information Technology (BS Online)
- ❖ Coursework in relevant field

**Northern Arizona University** Flagstaff, AZ

**09/2011 to 12/2016**

- ❖ Major in Computer Science
- ❖ Minor in Mathematics
- ❖ Coursework in Computer Science, Mathematics and Biology
- ❖ Coursework in Software Architecture
- ❖ Some Emphasis in Electrical Engineering

🏆 **ACCOMPLISHMENTS**

- ❖ Coauthored a research paper for spectral analysis of rock samples from Mars
- ❖ Participated in Capstone that utilized machine learning algorithms to understand phonemes and prosody (atomicity of human language) and ultimately increase efficiency of understanding on the hardware side.