Nicholas Finch

linkedin.com/in/nicholasfinch | C: 928.225.4696 | nfinch1992@gmail.com

⬢ 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	❖ Bash
❖ Java	❖ DJango	❖ Splunk	❖ PowerShell
❖ PHP	❖ Angular	❖ Jira	❖ Command Line
❖ Python	❖ JavaScript/jQuery		❖ Selenium
❖ SQL/MySQL	❖ VBscript		❖ DB2

⬢ RELEVANT EXPERIENCE

Software Engineer   01/2022 to Current
Creative Testing Solutions - Phoenix, AZ

- ❖ 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

Solutions Architect   10/2021 to 11/2021
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

Product Support Specialist   03/2020 to 10/2021
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
- ❖ 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

ASU - 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

ASU - 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

USGS - 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   08/2021 to 05/2023
- ❖ Masters in Computer Software Engineering (MS Online)
- ❖ Coursework in relevant field

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.