|  |  |
| --- | --- |
| **Nicholas Monplaisir** | 1468 SE 26 RD  Homestead, FL 33035  **(954) 665-1456**  [**n.jmonplaisir@gmail.com**](mailto:n.jmonplaisir@gmail.com) |
| **EXPERIENCE**  **Wix.com |** Miami Beach, FL  *Product Support Lead* | August 2020 – Present   * Analyze data on user feedback to generate monthly and quarterly reports. * Document user’s pain points and work closely with Product Managers on improving user experience and creating new features. * Update relevant departments the timeline of new releases and new internal workflows for the Wix Mobile App   *Product Support Specialist* | July 2019 – August 2020   * Troubleshooted and distinguished between usability issues and legitimate bugs to escalate bugs to QA testers and developers. * Produced internal training material and deliver live trainings to onboard customer support agents with product knowledge and procedures when supporting users.   *Customer Care Expert* | October 2019 – July 2019   * Performed “front line” support via phone calls and emails for users that experienced issues or were in need of guidance while using the platform   **Best Buy | Pembroke Pines, FL**  *Sales Associate* | August 2014 – June 2017   * Stay up to date with the latest tech products and features to provide customers with impartial and knowledgeable advice. * Tracked and monitored sales to facilitate growth as an individual salesperson as well as a team member * Provided feedback on products and customer engagement with vendor partners, representatives, and market teams.   **EDUCATION**  **University of Miami** | Full Stack Coding Bootcamp  September 2020 – Present | **SKILLS**  **Browser Based Technologies:**   * HTML, CSS, JavaScript, JQuery, API, JSON, AJAX, Bootstrap, Handlebards, React.js   **Deployment/Command Line:**   * Heroku, Git, Github Pages   **Databases:**   * MySQL, MongoDB   **Server Side Development:**   * Node.js, Express, User Authentication   **Computer Science Applied to JavaScript and Python:**   * Algorithms, Time Complexity, Big O Notation, Data Structures   **LINKS**  **Github:**  github.com/whatsnextnick  **LinkedIn:**  linkedin.com/in/nmonplaisir  **Portfolio:**  whatsnextnick.github.io/Portfolio  **HOBBIES**   * Enjoying the outdoors with my family * Weightlifting |