

Nick Dixon

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WORK EXPERIENCE

Zero to Mastery

Toronto, Canada

Software Developer

Jan 2024 - Present

- Designed and executed comprehensive testing plans for applications developed using the MERN stack, resulting in a 20% increase in software quality and user satisfaction metrics.
- Implemented a new automated testing framework that reduced manual testing time by 30% and increased overall development efficiency.
- Identified and resolved issues during the design, testing, and maintenance phases, contributing to smooth project execution.
- Communicated project status and proposals effectively to stakeholders, ensuring alignment with business objectives.
- Actively connected to professional development opportunities through workshops, freelance, and online learning to stay updated on industry trends.
- Implemented agile methodologies to improve team collaboration and communication, leading to a 15% decrease in project timeline.
- Engaged in communities of practice to expand technical capabilities and share best practices.

Patagonia

Reno, Nevada

Repairs Processing Trainer

May 2019 - Jan 2024

- Performed closely with cross-functional teams, including Customer Experience, Retail, OMT, Returns, Dealer Services, Wholesale, D365 Support, Shipping, Receiving, Trims, IT, WornWear, to streamline the repairs process, reducing processing time by 30% and improving overall efficiency.
- Utilized advanced data analytics tools to analyze team productivity performance and key metrics, resulting in a 10% increase in efficiency and a 5% decrease in operational costs.
- Collaborated with cross-functional teams to implement new data visualization techniques, resulting in a 15% improvement in the accuracy of forecasting models.
- Spearheaded a data analysis project to evaluate the training program's effectiveness and efficiency, which achieved a remarkable reduction in new hire onboarding time from three months to just one month, a 66% improvement while maintaining the individual error rate under 3%.
- Advocated for diversity and inclusion initiatives, promoting a cohesive and inclusive work environment.
- Coached team members, fostering their professional development and growth within the team and their roles. Provide constructive feedback, implement a plan that results in measurable skill improvement and enhance team contributions.
- Coordinated various training sessions and lead projects by utilizing Microsoft Teams. Leverage its collaborative tools to facilitate coherent communication resulting in streamlining workflows that improve team efficiency which contributes to successful training and project outcomes.
- Managed and resolved over 120 escalated repair cases per month with a high customer satisfaction rating of 95%.
- Maintained a 125% productivity goal while keeping error rate under 3%.

100Devs

Reno, Nevada

Software Developer

Jan 2022 - May 2023

- Programmed alongside a team of developers to create contemporary and responsive web applications, adhering to industry best practices.
- Implemented agile methodologies to improve team collaboration and communication, leading to a 15% decrease in project timeline.
- Developed proficiency in HTML/CSS, JavaScript, React, Node, Express, MongoDB and CS theory to enhance software development capabilities.

University of Arizona Continuing and Professional

Reno, Nevada

Software Developer

Jul 2021 - Jan 2022

- Mastered foundational principles of web development, including HTML, CSS, and JavaScript through intensive training program, resulting in a 90% increase in coding proficiency and the ability to create dynamic websites.
- Implemented agile development methodologies to streamline the software development process, reducing project timelines by 20% and increasing overall team productivity.
- Communicated project status and proposals effectively to stakeholders, ensuring alignment with business objectives.

Patagonia

Reno, Nevada

BIPOC PCG Leadership

Jun 2020 - Nov 2021

- Fostered emotional intelligence and cultural competence within the BIPOC community and the broader corporate environment.
- Organized events to celebrate cultural heritage and foster cross-cultural interactions, to promote understanding and appreciation of diverse backgrounds.
- Demonstrated strong organizational acumen and adept task prioritization as a leader in the BIPOC community. Actively listened to diverse perspectives, suggestions, and recommendations. Valued and integrated differing opinions which cultivated an inclusive and harmonious work culture.

Jam On It Basketball Academy

Reno, Nevada

Head Coach for Boys' Basketball Program

Jun 2012 - Nov 2019

- Collaborated with schools, community centers, and local organizations to expand program participation and serve a diverse range of community members.
- Managed program finances effectively, including budgeting, fundraising, and financial reporting, to ensure the program's sustainability and growth.
- Implemented cost-effective strategies and sought sponsorships to provide affordable opportunities for young athletes.
- Organized and managed basketball tournaments, ensuring smooth logistics, scheduling, and adherence to rules and regulations.

PROJECT EXPERIENCE

Sage Therapy & Consulting

Reno, Nevada

Software Developer

Apr 2024 - Present

- Implemented a dynamic content loading feature to enhance user experience, resulting in a 20% decrease in bounce rate and a 15% increase in average session duration.
- Utilized client's brand elements, such as colors and fonts, throughout the website to maintain consistency and brand recognition, leading to a 30% increase in brand awareness.
- Optimized website for SEO by implementing meta tags and keyword optimization, resulting in a 25% increase in organic search traffic and a 10% boost in overall website visibility.
- Utilized modern web technologies such as HTML, CSS, and JavaScript for a responsive and efficient design.

SKILLS

Technical Skills: Microsoft D365, SharePoint, SQL, Visual Studio Code, Front-end Development (HTML, CSS, JavaScript), Back-end Development (Node.js, Express, MongoDB)

System/Certifications: Microsoft Certified: Dynamics 365 Fundamentals (ERP), Google Data Analytics, Microsoft Office Suite, SharePoint, AWS Cloud Practitioner (In Progress), AWS Solutions Architect (In Progress)

EDUCATION

Edward C Reed High School

Sparks, Nevada

HSD

Truckee Meadows Community College

Reno, Nevada

Completed 30 credits towards Environmental Science, AS