

Nicholas M. Cummings

developer, designer & writer

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EDUCATION

B.A. in Journalism, 2008 – University of Oregon

- Majored in Magazine Journalism; minored in Digital Arts and Communication Studies
- Graduate of the Robert D. Clark Honors College; thesis: Communication in Virtual Spaces

SKILLS

Development:

- Writing, reviewing and pushing code (JavaScript/Node.js, C#, Python, PHP) within shared repositories
- Data analysis and metric creation with SQL to identify and track key performance indicators

Design:

- Web design in HTML/CSS as well as WordPress and Squarespace design and administration
- 10 years of experience with Adobe Creative Suite, especially Photoshop, InDesign and Illustrator

Writing:

- 10 years of journalistic, editorial, educational and technical writing and editing for print and the Web, both for specialized groups and an audience of one billion users

EXPERIENCE

Technical Support Engineer, February 2015 – Present

Squarespace – Portland, Oregon

- Create and maintain internal tools used daily by customer-facing support advisors, including browser extensions and Zendesk apps, using front- and back-end languages (JavaScript, Node.js, PHP, Zendesk API)
- Build data dashboards and reports to chart product trends and inform Customer Ops strategy
- Provide advanced code-based support for experienced web designers and Developer Platform users
- Maintain the Squarespace Help Center's front-end design, which serves tens of thousands of visitors daily; create new customer-facing features and improvements as needed

Independent Game Developer, February 2014 – Present

Various Organizations – Portland, Oregon

- Build and produce games through design, programming (C#, JavaScript) and art/audio asset creation
- Developed and shipped multiple games built with modern dev tools (Unity, GameMaker, Twine)
- Provided QA and build-breaking support on Roundabout, an action-puzzle game released on Steam

Email Production Coordinator, December 2013 – February 2014

Nintendo of America – Redmond, Washington

- Identified inefficiencies and optimized production process in email marketing campaigns
- Researched competitors' digital content sales and developed strategy to boost eShop sales

Specialist, User Operations, September 2012 – September 2013

Facebook – Austin, Texas

- Trained and mentored new team members; responsible for monitoring team's progress against quarterly goals; successfully managed team projects for critical user identity/authenticity improvements
- Organized content writers to improve standards and efficiency for user support content systems
- Managed routing and automation needs affecting thousands of user reports and support tickets daily

Analyst, User Operations, March 2011 – August 2012

Facebook – Austin, Texas

- Identified top user-facing issues by responding to hundreds of support tickets daily and deriving trends through quantitative and qualitative analysis; developed and maintained scalable support systems
- Wrote, edited and monitored hundreds of standardized email responses and Help Center FAQs

Co-Founder and Editor-in-Chief, December 2008 – April 2015

Silicon Sasquatch – Portland, Oregon

- Wrote, edited and published more than 500 articles; produced more than 50 podcast episodes
- Managed and mentored a small team of dedicated writers, editors and multimedia producers

INTERESTS

Designing, making and studying games • Podcasting • Running • Hiking and camping
Traveling • Cooking and baking • Playing music • Reading too many books at once

References available upon request