Nick Cummings

Portland, Oregon 97202 • nick@nickcummings.com
linkedin.com/in/nickcummings • portfolio: whymog.net

SUMMARY

An experienced and versatile web developer, program manager, and interactive designer recognized for a strategic and adaptable problem-solving approach

PROFESSIONAL EXPERIENCE

Squarespace Inc., Portland, Oregon...*February 2015-Present*

    Lead Support Developer, Internal Operations...*July 2016-Present*
    Design & Development Specialist..*February 2015-June 2016*

- Build and maintain tools that empower our Customer Operations team to serve millions of customers efficiently
- Co-founded the Internal Operations team; established code standards, including frameworks and review process
- Planned and implemented several key Help Center redesigns that reduced volume and increased self-resolution
- Support developer platform users by reviewing code and publishing technical documentation
- Develop and maintain data dashboards that inform staffing and resource allocation strategy

Independent Game Developer, Portland, Oregon & Seattle, Washington......................................*February 2014-Present*

- Designed, developed, and shipped more than a dozen games independently and within small teams
- Competed in numerous game jams, earning top accolades in several competitions
- Provided QA/build-breaking support on *Roundabout* (2014); caught dozens of significant bugs with detailed repro steps

Nintendo of America, Redmond, Washington...*December 2013-February 2014*

    Marketing Production Coordinator (contract)...*July 2016-Present*

- Streamlined newsletter deployment process; developed eShop sales strategies to increase conversion

Facebook Inc., Austin, Texas...*March 2011-September 2013*

    Specialist, User Operations..*September 2012-September 2013*
    Analyst, User Operations...*March 2011-August 2012*

- Responsible for ensuring user safety and efficient, equitable policy enforcement at massive scale
- Developed routing algorithms to automatically resolve tens of thousands of user-reported issues daily
- Defined and enforced Facebook's authenticity policies at a scale of tens of millions of users to one
- Performed sentiment and feature-request analysis to help design a more equitable deceased user experience
- Created key data pipelines by automating SQL queries that helped steer the team's roadmap
- Wrote and maintained a library of high-touch Help Center guides, garnering 100k+ views/day

Silicon Sasquatch, Portland, Oregon..*December 2008-Present*

As editor-in-chief, wrote and edited more than 500 articles, and produced more than 60 podcast episodes

EDUCATION

University of Oregon School of Journalism and Communication, Eugene, Oregon
    B.A., Magazine Journalism; Minors, Digital Arts and Communication Studies.............................*September 2004-June 2008*
Robert D. Clark Honors College, University of Oregon, Eugene, Oregon
    Thesis: *The Uses and Gratifications of Communication in Virtual Spaces*.........................*September 2004-June 2008*

SKILLS

    Software Development
- Full-stack JavaScript with modern frameworks and build systems (React, ES2015+, taskrunners, etc.)
- Modern game development (Unity/C#), including 2D/3D asset creation/rigging/animation

    Technical Program Management
- Sprint planning; repository management; technical documentation writing; peer mentorship