Nick Cummings

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SUMMARY

Versatile web applications developer, program manager, and interactive designer recognized for a strategic and adaptable problem-solving approach

PROFESSIONAL EXPERIENCE

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

Software Engineer, Internal Engineering...*November 2017-Present*
Support Tools Developer, Internal Operations...*July 2016-November 2017*
Design & Development Specialist...*February 2015-June 2016*

- Develop apps that empower our Customer Operations and Finance teams to serve millions of customers efficiently
- Founding member, Customer Operations Engineering, a new team that builds and improves support tools and systems
- Co-founder, Internal Operations team; established code standards, design patterns, and review/deploy processes
- Planned and implemented several key Help Center redesigns that increased self-resolution through automated suggestion of relevant help content; reduced inbound chat volume by 20%

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

- Designed, developed, and shipped more than a dozen games independently and within small teams
- Frequent competitor in time-limited "game jam" competitions; earned top accolades for tone and narrative

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

Marketing Production Coordinator (contract)

- Streamlined newsletter deployment process; researched and developed eShop sale strategies to increase conversion

Facebook, 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 while navigating massive user growth, from 600 million to 1.2 billion users, without increasing team size or issue resolution time
- 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 analysis to help design a proactive and transparent memorializiation system for deceased users
- 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 per day

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

Editor in Chief

- Wrote and edited 600 articles and produced more than 60 podcast episodes on the cultural impact of games

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 web apps with modern frameworks and build systems (React/Redux, Vue, Node.js, Python, etc.)
- Modern game development in Unity/C#, including sound/music and 2D/3D asset creation/animation

Technical Program Management
- Scrum-based sprint planning and execution; codebase management; technical documentation; peer mentorship