NICHOLAS PSCION
nicholas.pscion@gmail.com
469-879-0712

3606 East Baseline Road, Apt. 218
Phoenix, AZ 85042

EDUCATION

The University of Texas at Dallas; Richardson, TX   B.S. Computer Science, 2005-2009

COMPUTER SKILLS

OS: Windows, Linux, Apple, Android. Languages: C/C++, Java. Software: Windows PowerShell, Remote Desktop, Office. Networked technology: TCP/IP, DHCP, VPN, VoIP, NAS, workgroups, domains, routers. servers. Malware mitigation, detection and removal.

OTHER SKILLS

Strong analytical skills. Problem solver. Listen and quickly understand needs. Tenacious worker. Patient and effective verbal and written communication. Organized with emphasis on detailed records. Fast learner. Work well both independently and with others. Help desk, retail customer service and technical support.

WORK EXPERIENCE

Self Employed, TX   Tech Consultant, 2005-2015

Built up reputation within local communities for being knowledgeable, producing quality work, and achieving desirable results. Exceed expectations in both phone and on-site customer service built-to-order computer solutions to answering a variety of software questions. Technical write up of work provided when requested; follow up support given without hesitation. Work includes troubleshooting, network and workstation equipment cabling, configuration, and deployment, hardware assembly, disassembly, maintenance, and repair, data recovery, OS installation, configuration and recovery.

Spirit Halloween, Waxahachie, TX   Sales Associate, Fall 2015

Exceeded seasonal store sales goal by 10% with a team understaffed by 40%; rapidly gained confidence and trust of management with efficient work and sales-achieving customer service.

Teletech, Ennis, TX   Front Line Technical Support Agent, 2014-2015

Provided praise-worthy technical support for Intuit Lacerte customers via VoIP. Promoted one month after hire with additional duties. Generated custom reports in Quickbase for trends in call drivers and support tool issues. Logged and tracked calls in Salesforce. Worked remotely with NOC engineers in areas of incident reporting, troubleshooting, and preventative maintenance. Supervised, guided, and assisted on-site workers with tool usage, troubleshooting, and call deescalation. Provided solutions through networked software across many workstations. Personalized interaction with technical expertise, attention to detail, and care for long term resolution resulted in high praise from superiors and customers alike. Hired for permanent position at temporary contract end, one of 10 to receive offer out of dozens.

VOLUNTEER EXPERIENCE

A-kon, Dallas, TX   AV Tech Staff, 2011-2015

Skill and consistent quality of work has been recognized, earning the trust and confidence of head staff. Record set in 2015 for the quickest AV setup time in over 25 years of the convention's history. Coordinate with a team to meet the AV needs through an entire convention center. Connect and test equipment for many large rooms. Foresee potential problems and needs; taking initiative to direct others and keep supervisors informed. Create detailed logs of inventory. Ensure guest technology needs are met and problems with equipment are resolved in a timely fashion.

San Japan, San Antonio, TX   Dealer's Room Staff, 2013-2015

High praise has been given by supervisor and dealers for being professional, timely, and achieving a low number of losses. Help organize, direct, and maintain operations for a room of over 120 merchants. Work with a supervised team to address both dealer and attendee concerns over a very hectic weekend. Directly assist dealers in areas such at setup, tear-down, losses, and traffic control.

PROJECTS

MUD – Multiple User Domain coded in C, team project with 4 others. Planned development includes integration with PHP based web-front and managed SQL database.

Anti-BadUSB Protection – Embedded device to detect and remove hidden malicious code inserted into USB firmware (aka BadUSB) and prevent any infection from spreading. Currently in research phase.