

Nicholas Espy

EDUCATION

Bachelor of Science Degree in Software Development

Western Governors University, Salt Lake City, UT

November 2019 – March 2021

Associate of Science Degree in Computer Information Systems, Emphasis: Programming

Crafton Hills College, Yucaipa, CA

April 2013 – May 2015

CERTIFICATIONS AND AWARDS

- CompTIA A+
- CompTIA Project+
- CIW Advanced HTML5 and CSS3 Specialist
- CIW User Interface Designer
- Oracle Database 12c: SQL Fundamentals

RELEVANT WORK EXPERIENCE

Saddleback Valley Unified School District – Technology Specialist

Saddleback Valley District Office, Mission Viejo, CA

October 2021 - Current

- Streamlined SVUSD procedures by analyzing operating practices, data logs, and forms control
- Used IP addresses to program a script to maintain and organize the inventory of over 2,000 devices which facilitated the district's accessibility to locate and maintain devices across 35 schools
- Assembled, installed, and configured new and existing mobile, computing and related peripheral equipment
- Installed, maintained, and troubleshooted desktop computer hardware and software
- Optimized and automated tasks within the inventory system to provide effective computer maintenance

Coast Southwest Inc. – Jr. System Admin

Regional Office, Placentia, CA

December 2019 - October 2021

- Knowledge of network address assignment and common network troubleshooting methods
- Administered network monitoring systems, alerting, and log management
- Collaborated with managers to redesign and reconfigure network firewalls, 2-factor authentication, and virtualized servers to ensure enhanced security for Coast Southwest Chemical
- Managed user domain account management, remote network access, and user separation requests
- Provided direct resolution of limited scope issues relating to various software and hardware problems

InQBrands – Front End Developer (Contractor)

InQBrands Headquarters, Ontario, CA

July 2018 – November 2019

- Wrote well designed, testable, and efficient code by using best software development practices (e.g.- visual cues, visible user sign ups, limited pop-ups, and user accessibility)
- Created website layout/user interfaces by using standard HTML/CSS practices
- Integrated data from various back-end services and databases
- Communicated with my team and clients to ensure product matched the inherent visual design and intention

ESRI – Information Systems and Technology Division Technician

ESRI Headquarters, Redlands, CA

June 2017 - June 2018

- Provided quality Service Desk telephone assistance including evaluating, categorizing, prioritizing, and first-level resolution of a broad range of user problems
- Provided immediate resolutions and follow ups with service desk requests, log issues, and email requests within a timely manner to better support workflow and efficiency
- Managed the directory by creating users and managing files within a forest style database system within a timely manner
- Coordinated user domain account management, remote network access, and user separation requests to ensure company confidentiality and integrity

Microsoft – Community DEV Specialist

Microsoft Store, Mission Viejo, CA

April 2014 - June 2017

- Educated students on java programming and computer science to inspire a passion for coding
- Built rapport with corporate managers, team members and members of the community to organize, prioritize, and execute Microsoft community engagement events

SKILLS AND INTERESTS

- Skills: Office Suite, SQL, Web Development, Java, Python, Ivanti Management System
- Interests: Home Automation, Plex Servers, Swimming, 3D Printing (FDM and SLA), Linux Distros, Home Networking