

# NICOLAS SHOSEY

Brighton, MI 48116 | 810 844 3307 | nshosey@gmail.com | [www.nickshosey.dev](http://www.nickshosey.dev)

## WORK EXPERIENCE

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### LynxDx

Ann Arbor, MI

Junior Software Developer

Aug 2022 - May 2023

- Collaborated with cross-functional teams on the design and implementation of software solutions, resulting in a 20% reduction in product development time and an increase of 10% in overall project efficiency.
- Transitioned the IT support team to focus on software development, resulting in improved system functionality and a decrease in technical issues by 30%.
- Designed and developed web applications using React.js, JavaScript, HTML5, CSS, and Cypress, leading to a 50% increase in user engagement and customer satisfaction.

### LynxDx

Ann Arbor, MI

IT Support Specialist

Aug 2021 - Aug 2022

- Collaborated with cross-functional teams to identify and troubleshoot technical issues, resulting in a 20% decrease in system downtime.
- Implemented IT infrastructure enhancements, including server upgrades and network optimization, leading to a 30% improvement in system performance.
- Developed and implemented comprehensive cybersecurity protocols, resulting in a 50% reduction in security breaches and data loss incidents.

### Opusivs

Ann Arbor, MI

Call Center Level 2 Support

Jun 2020 - Aug 2021

- Resolved 95% of customer issues related to Opus IVS products by providing in-depth technical information and troubleshooting guidance, resulting in increased customer satisfaction.
- Conducted comprehensive team training sessions on Opus IVS products, equipping 20+ team members with the necessary knowledge and skills to effectively address customer issues, leading to a 30% decrease in escalations.
- Developed a user-friendly FAQ guide for Opus IVS products, reducing the average resolution time for customer inquiries by 40%.

## SKILLS

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React | JavaScript | HTML5 | CSS | Node | Cypress | Troubleshooting | GIT