

Nicholas M. Cummings

developer, designer & writer

Portland, Oregon
nick@nickcumplings.com
linkedin.com/in/nickcumplings
www.nickcumplings.com
portfolio: www.whymog.net
Twitter: @nickcumplings

EDUCATION

B.A. in Journalism, 2008 – University of Oregon

- Majored in Magazine Journalism; minored in Digital Arts and Communication Studies
- Graduate of the Robert D. Clark Honors College; thesis: Communication in Virtual Spaces

SKILLS

Development:

- Writing, reviewing, and pushing code (JavaScript/Node.js, C#, Python, PHP) within shared repositories
- Game programming, design, sound production, and 2D/3D asset creation in Unity and GameMaker
- Data analysis and metric creation with SQL to identify and track key performance indicators

Design:

- Web design in HTML/CSS using a modern JavaScript framework and library stack
- 10 years of experience with Adobe Creative Suite, especially Photoshop, InDesign, and Illustrator

Writing:

- 10 years of journalistic, editorial, educational, and technical writing and editing for print and the Web

EXPERIENCE

Support Tools Developer, February 2015 – Present

Squarespace – Portland, Oregon

- Create and maintain internal tools used daily by customer-facing support advisors, including browser extensions and Zendesk apps, using front- and back-end languages (JavaScript, Node.js, PHP, Zendesk API)
- Help manage Customer Operations JIRA project configuration and implementation of scrum methodology
- Maintain the Squarespace Help Center's front-end design, which serves tens of thousands of visitors daily
- Build data dashboards and reports to chart product trends and inform Customer Ops strategy
- Provide advanced code-based support for experienced web designers and Developer Platform users

Independent Game Developer, February 2014 – Present

Various Organizations – Portland, Oregon

- Build and produce games through design, programming (C#, JavaScript), and art/audio asset creation
- Developed and released more than a half-dozen games built with modern tools (Unity, GameMaker, Twine)
- Provided QA and build-breaking support on Roundabout, an action-puzzle game released on Steam

Email Production Coordinator, December 2013 – February 2014

Nintendo of America – Redmond, Washington

- Identified inefficiencies and optimized production process in email marketing campaigns
- Researched competitors' digital content sales and developed strategy to boost eShop sales

Specialist, User Operations, September 2012 – September 2013

Facebook – Austin, Texas

- Trained and mentored new team members; responsible for monitoring team's progress against quarterly goals; successfully managed team projects for critical user identity/authenticity improvements
- Organized content writers to improve standards and efficiency for user support content systems
- Managed routing and automation needs affecting thousands of user reports and support tickets daily

Analyst, User Operations, March 2011 – August 2012

Facebook – Austin, Texas

- Identified top user-facing issues by responding to hundreds of support tickets daily and deriving trends through quantitative and qualitative analysis; developed and maintained scalable support systems
- Wrote, edited, and monitored hundreds of standardized email responses and Help Center FAQs

Co-Founder and Editor-in-Chief, December 2008 – Present

Silicon Sasquatch – Portland, Oregon

- Wrote, edited and published more than 600 articles; produced more than 50 podcast episodes
- Manage and mentor a small team of dedicated writers, editors, and multimedia producers

INTERESTS

Podcasting • Virtual reality and augmented reality development • Running • Hiking and camping
Traveling • Cooking and baking • Playing music • Reading too many books at once

References available upon request