

# ZACH NICHOLSON

SOFTWARE DEVELOPER

## CONTACT

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## SKILLS

- HTML
- CSS
- Javascript
- Python
- Django
- React + Hooks
- SQL
- Bootstrap
- Git + Github

## PROFILE

Coming from a background in writing and music, I've been able to use my creativity to solve difficult problems through writing code. After years of work in customer service, I'm keen to the user experience and excited to make that experience easy and enjoyable.

## PROJECTS

**Code Habit** is a space to practice coding problems. Once a user solves a problem, that problem is moved to a review stack. Review encounters are determined through Spaced Repetition.

- Managed page states with React Hooks
  - Calculated reviews with SM-2 algorithm
  - Built JSON database with many-to-many and one-to-many relationships
  - Styled uniquely with CSS3
  - Mapped data relationships with ERD
- [github.com/ZachNich/code\\_habit](https://github.com/ZachNich/code_habit)

**writeBrain** is a place to do writing sprints. Set a timer, log your mood, and save your writing. Insights and stats about your writing are generated after a sprint is saved.

- Managed page states with React Hooks
  - Built API with Django REST Framework
  - Analyzed language with TextBlob
  - Styled with React-Bootstrap and Bootstrap
  - Mapped data relationships with ERD
- [github.com/ZachNich/writeBrain](https://github.com/ZachNich/writeBrain)

## EXPERIENCE

### FULL STACK SOFTWARE DEVELOPER

NASHVILLE SOFTWARE SCHOOL | APR 2020 - SEP 2020

Intensive 6-month full-time software development bootcamp focused on Javascript, React, Python, and Django.

- Dynamic apps created with HTML5, Javascript, React + Hooks, Python, and Django
- Object-oriented design and data structures
- Version control with Git and Github
- Data management with one-to-many and many-to-many relationships with JSON server
- Responsive app style and design with CSS3, Bootstrap, and React-Bootstrap
- Project creation and group synergy through scrum framework and AGILE methodology

### LBS CUSTOMER EXPERIENCE ASSOCIATE

LYFT | NOV 2019 - APR 2020

- Maintained Twitter and Facebook responses for Lyft's many bike and scooter brands using Khoros
- Handled email responses using ZenDesk for Lyft's bike and scooter brands
- Brainstormed and pitched ideas for process efficiency and language efficacy

### CUSTOMER EXPERIENCE ASSOCIATE

WARBY PARKER | NOV 2016 - JULY 2019

- Assisted users via phone, email, text, and chat with various issues
- Alerted ops to larger-scale issues using JIRA ticketing system
- As a shipping expert, helped internally with shipping issues, noted disruptive patterns using Google Sheets and Looker data, and trained other upcoming experts
- Worked with talent team to innovate and maintain internal L&D opportunities

## HACKATHONS

### MLH's HackItShipt 2020

English-to-pirate translator

[github.com/ZachNich/pirate\\_talk](https://github.com/ZachNich/pirate_talk)

### MLH's Hacky Birthday 2020

Drag & drop code syntax game

[github.com/ZachNich/code\\_blocks](https://github.com/ZachNich/code_blocks)

### MLH's Suns Out Hacks Out 2020

World map of past shipwrecks

[github.com/ZachNich/shipwreck\\_map](https://github.com/ZachNich/shipwreck_map)

## EDUCATION

### NASHVILLE SOFTWARE SCHOOL

APR 2020 - SEP 2020

### BACHELOR OF ARTS, ENGLISH: WRITING

UNIVERSITY OF TENNESSEE, CHATTANOOGA | 2011 - 2016  
ASIA STUDIES MINOR