

# Nicholas Poole

📍 Baltimore, Maryland ✉️ napoole@protonmail.com 📞 (443) 310-5756 🌐 /in/napoole/ 🖱️ nickpoole.dev

---

## SUMMARY

Driven web developer with a strong background in IT, cultivated through hands-on experience and self-directed learning. Proficient in using contemporary tools such as Bootstrap, Tailwind, and Vue.js to craft tailored digital solutions. With a forward-thinking mindset and a passion for innovation, I translate designs into functional experiences that align with client objectives.

---

## EXPERIENCE

### Freelance Web Developer

Self Employed

December 2021 - September 2023, Baltimore, MD

- Foster strong relationships with a diverse client base, developing customized solutions that align with their goals and objectives.
- Maintain open feedback loops with clients, ensuring iterative improvements to designs and functionalities based on their valuable input.
- Manage and deliver multiple projects, prioritizing quality and functionality, and adherence to W3C standards and accessibility guidelines.
- Leverage technologies including HTML, CSS, SASS, JavaScript, Bootstrap, Tailwind, and Vue.js to build dynamic websites.
- Implement responsive design and optimize for SEO to ensure consistent user experiences across devices and enhance client visibility.

### Systems Engineer

Cetrom

April 2021 - June 2021, Mt. Airy, MD

- Designed and rolled out user-centric cloud-based solutions, enhancing the overall digital experience for clients.
- Monitored and optimized systems for high responsiveness and minimal downtime, and troubleshoot issues for swift resolution.
- Managed client relationships, maintained open communication, and provided proactive support to ensure satisfaction and retention.
- Stayed at the forefront of emerging web technologies and cloud solutions, applying best practices to improve clients' user experience.
- Drafted thorough documentation for projects, streamlining project hand-offs and enabling efficient collaboration across teams.

### Ramp Agent

Delta Airlines

August 2017 - July 2020, Baltimore, MD

- Delivered exceptional customer service with a focus on exceeding expectations and creating a positive brand image.
- Leveraged strategic thinking and decision-making to meet project deadlines and adapt in a fast-paced environment.
- Collaborated with teams to troubleshoot and address complex technical issues, ensuring strict compliance with safety protocols.
- Demonstrated meticulous attention to detail in executing standard operating procedures and adhering to best practices.

---

## EDUCATION

### Certificate in Information Technology

Per Scholas • Baltimore, MD • 2021

### Master's of Applied Intelligence

Georgetown University • Washington, D.C. • 2019

### Bachelors of Science, Criminal Justice

Minor in Psychology • Pennsylvania Western University • California, PA • 2017

---

## CERTIFICATIONS

### CompTIA A+ - NET+ - CIOS

CompTIA • 2021

Certifies expertise in network and system administration, encompassing network infrastructure, cloud computing, cyber-security, automation, and broad IT proficiency in hardware, software, and both wired and wireless network management.

### Google IT Support Profesional

2020

Industry-recognized credential that validates foundational skills needed for an IT support role, covering troubleshooting, customer service, networking, operating systems, system administration, and security.

---

## SKILLS

HTML5 | CSS3 | Javascript | ES6 | JSON | SASS | Bootstrap | Tailwind | Vue | Git | Github | Node.js | NPM | APIs | AJAX | SEO | W3C | SPA | CMS | Mobile-First | Responsive Design | Static Sites | Cross-browser Compatibility | Accessibility (WAI-ARIA) | Testing & Debugging | Figma