

# Nick Cummings

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## SUMMARY

Experienced and versatile web developer, program manager, and interactive designer recognized for a strategic and adaptable problem-solving approach

## PROFESSIONAL EXPERIENCE

**Squarespace**, Portland, Oregon.....*February 2015-Present*

**Lead Support Developer, Internal Operations**.....*July 2016-Present*

**Design & Development Specialist**.....*February 2015-June 2016*

- Build and maintain tools and apps that empower our Customer Care team to serve millions of customers efficiently
- Co-founder, Internal Operations team; established code standards, design patterns, and review/deploy processes
- Plan and implement several key Help Center redesigns that increase self-resolution through automated suggestion of relevant help content; reduced inbound chat volume by 20%
- Support developer platform users by reviewing code and publishing technical documentation
- Develop and maintain data dashboards that inform staffing and resource allocation strategy

**Independent Game Developer**, Portland, Oregon & Seattle, Washington..... *February 2014-Present*

- Designed, developed, and shipped more than a dozen games independently and within small teams
- Frequent competitor in time-limited “game jam” competitions; earned top accolades for tone and narrative

**Nintendo of America**, Redmond, Washington..... *December 2013-February 2014*

**Marketing Production Coordinator (contract)**

- Streamlined newsletter deployment process; researched and developed eShop sale strategies to increase conversion

**Facebook**, Austin, Texas..... *March 2011-September 2013*

**Specialist, User Operations**.....*September 2012-September 2013*

**Analyst, User Operations**..... *March 2011-August 2012*

- Responsible for ensuring user safety and efficient, equitable policy enforcement while navigating massive user growth, from 600 million to 1.2 billion users, without increasing team size or resolution time
- Developed routing algorithms to automatically resolve tens of thousands of user-reported issues daily
- Defined and enforced Facebook’s authenticity policies at a scale of tens of millions of users to one
- Performed sentiment analysis to help design a proactive and transparent memorialization system for deceased users
- Created key data pipelines by automating SQL queries that helped steer the team’s roadmap
- Wrote and maintained a library of high-touch Help Center guides, garnering 100k+ views per day

## EDUCATION

**University of Oregon School of Journalism and Communication**, Eugene, Oregon

B.A., Magazine Journalism; Minors, Digital Arts and Communication Studies..... *September 2004-June 2008*

**Robert D. Clark Honors College, University of Oregon**, Eugene, Oregon

Thesis: *The Uses and Gratifications of Communication in Virtual Spaces*..... *September 2004-June 2008*

## SKILLS

### Software Development

- Full-stack JavaScript with modern frameworks and build systems (React, Babel, npm, webpack, etc.)
- Modern game development in Unity/C#, including sound/music and 2D/3D asset creation/animation

### Technical Program Management

- Sprint planning; repository management; technical documentation writing; peer mentorship