Nick Cummings   *he/him*

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WORK EXPERIENCE

Lead UX Engineer   Hidden Door – Portland, OR (Remote)   July 2024 – December 2025

• Led a major redesign and expansion of the game from a story generator into a persistent, card-driven, world creation experience across many unique IPs where player expression is at the center of all key mechanics
  • Earned buy-in from the founders and department heads by presenting detailed design documentation: playable prototypes, storyboards, annotated reference materials, and relevant external data
• Developed dozens of major features across the stack, including responsive UI, API architecture, database operations, user accounts/auth, server-authoritative state sync, and building tools to share gameplay moments
• Mentored another engineer via weekly 1:1s, daily check-ins, code and architecture review, and timely feedback

Freelance Game Developer   Various – Portland, OR   January 2024 – June 2024

Game Developer (Contract), New Beings • January 2024 – February 2024

• Designed, programmed, and launched a desktop and mobile top-down shooter game for a large tech client
• Managed stakeholder expectations on a tight deadline: shared frequent estimates and fought scope creep
• Developed key systems and features: movement, weapons, progression, debug tools, global leaderboards

Software Engineer II   Booking.com – Amsterdam, NL   September 2022 – July 2023

• Led development and maintenance of an internal strategic architecture mapping tool for leads and directors
  • Developed prototype into a cloud-hosted production application with real-time data and sharing features
  • Fine-tuned UX/interaction patterns, including custom keyboard, mouse, and trackpad controls

Engineering Manager   Zapier – Portland, OR (Remote)   August 2020 – August 2021

• Built a team from scratch of 3 full-stack engineers who owned the full lifecycle of key internal and user-facing tools for Zapier's in-house support team, from conception through development and supporting in production
• Owned and maintained APIs and UIs for fetching and contextualizing customer data and product usage
• Led 3-month tech systems migration from Help Scout to Zendesk; launched on schedule without downtime
• Mentored and coached each teammate through weekly 1:1s; identified and tracked goals for personal growth

Freelance Game Developer   Various – Portland, OR   August 2019 – July 2022

Independent Game Developer • August 2019 – July 2020; September 2021 – August 2022
Part-time Faculty, Portland Community College • August 2019 – February 2020

• Designed and developed *Trash the Planet*, a critically acclaimed narrative/resource-management game
  • Built and led a team of artists, musicians, and writers from prototype to a full-length released game in 18 months
  • Designed and programmed the full game with novel mechanics that evolve and expand in each of its five acts
  • Featured on *Waypoint Radio* and *The Short Game* podcasts; 4.8/5 average rating on itch.io with 300+ reviews
• Built and improved front- and back-end systems for *Be Funny Now!*, a live-service party game on Steam and mobile
• Designed ten new courses for Portland Community College's game development curriculum

Senior Software Engineer   Instrument – Portland, OR   November 2018 – August 2019

• Worked with clients and internal design teams to build web and live-service VR applications
  • Designed and implemented playback, interaction, and live social features for NBA and NFL VR apps
• Worked with designers and brand owners to build sites for brands like Twitch, One Medical, and Meta
• Mentored junior and mid-level developers with a focus on code quality, sprint planning, and documentation

Software Engineer   Squarespace – Portland, OR   February 2015 – November 2018

• Developed and supported major Help Center features and updates, including GDPR compliance and live chat
• Established Support Tools Developer role; responsible for user support email/live chat intake systems and support agent tooling; onboarded several new developers to the support systems stack
• Developed internal finance and operations apps that enabled teams to efficiently serve millions of customers
• Co-created and taught Code Camp, a six-week full-stack programming bootcamp for first-time developers

User Operations Specialist   Meta – Austin, TX   March 2011 – September 2013

• Developed automated systems to find and remove millions of fake accounts, improving CSAT and NPS scores
• Improved account memorialization policies and support process by analyzing thousands of interactions and conducting user interviews across different cultures, resulting in significant trust and satisfaction gains
• Wrote several top 10 Help Center articles to reduce incoming ticket volume; coached and edited other writers

VOLUNTEER EXPERIENCE

Software Engineer   Helping Hands — Portland, OR (Remote)   April 2020 – July 2020

• Developed user-facing website for a nonprofit COVID-19 support network; kept content and policies updated

Volunteer and Speaker   Portland Indie Game Squad — Portland, OR   October 2018 – March 2020

• Conducted an educational workshop to introduce non-programmers to source control management with git
• Presented two Talent Talks: "What Is an Interface?" and "Making Interactive Fiction Games with Friends"

EDUCATION

Bachelor of Arts, Journalism   Robert D. Clark Honors College,   September 2004 – September 2008
                                         University of Oregon — Eugene, OR

• Thesis: *The Uses and Gratifications of Communication in Virtual Spaces*
• Associate Editor for *Flux Magazine*; managed 3 story teams of 3-4 reporters, photographers, and designers
  • Gold Crown winner, Columbia Scholastic Press Association, 2009

LANGUAGES

JavaScript/Web – TypeScript, React, Node.js, Astro, Tailwind
Python – Django, Flask
C# – Unity, Godot
GDScript — Godot
Lua – Defold, PICO-8

SKILLS

Technical project management (Scrum, Jira, Trello, Asana) • Interactive storytelling
Visual design (Figma, Adobe Creative Cloud) • Narrative, UX, and technical writing
Cloud (AWS, Azure PlayFab) • Docker and Kubernetes • Accessibility (WCAG)
Observability (Sentry, Honeycomb, PostHog) • Data (Postgres, Prisma, GraphQL)
State management (Colyseus, Overmind, Redux) • Blogging, podcasting, streaming