

Nick Cummings

he/him

Creative software and game developer with a talent for designing human-centered experiences, building multidisciplinary teams, and empowering others through education, coaching, and mentorship

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WORK EXPERIENCE

Freelance Game Developer Portland, OR January 2024 – Present

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

- Programming and designing a mobile web game with New Beings, an independent game studio

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

- Developed and maintained an internal strategic architecture mapping tool
 - Built front-end application using internal component and style libraries
 - Wrote interface copy, user guides, and technical documentation
 - Developed prototype into a live, cloud-hosted application with real-time data and sharing features
 - Established UX/interaction patterns, including custom keyboard, mouse, and trackpad controls
- Developed a new homepage video unit featuring dynamic social media content to increase bookings

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

- Established, hired, and managed a team of three full-stack engineers who designed, programmed, and launched key internal and user-facing tools and APIs for Zapier's in-house user support team
- Mentored each team member through weekly one-on-ones; identified and tracked goals for personal growth
- Led technical systems migration from Help Scout to Zendesk; launched on schedule with no downtime
- Owned the team's roadmap and goals; led sprints and retros to improve efficiency

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

Independent Game Developer • August 2019 – June 2022

Part-time Faculty, Portland Community College • August 2019 – February 2020

- Designed ten new courses for Portland Community College's game development curriculum
- Built and improved front- and back-end systems for *Be Funny Now!*, a live-service multiplayer party game
- Designed and developed *Trash the Planet*, an environmentally focused narrative game
 - Led a small team of designers, artists, musicians, and writers through the 18-month life cycle of the project, from a game-jam prototype to a full-length released product
 - Designed and programmed the full game with mechanics that evolve over time

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

- Worked with clients and directors to plan, build, and ship web and VR applications
 - Designed and implemented playback, interaction, and social features for NBA and NFL VR apps
 - Developed and launched brand pages for companies like Twitch and Facebook
- 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 internal business apps that enabled teams to serve millions of customers
- Co-created and taught Code Camp, a six-week full-stack programming bootcamp for first-time developers
- Responsible for Help Center design, information architecture, and development
- Established Support Tool Developer role and team; owned user support email/live chat intake systems; later co-founded Support Systems Engineering

User Operations Specialist

Meta – Austin, TX

March 2011 – September 2013

- Wrote top Help Center articles to reduce incoming tickets; mentored and edited other content writers
- Formal mentor to new hires on my team; met one-on-one to set goals and coach through adversity
- Developed automated systems to find and remove millions of fake accounts
- Improved account memorialization policies and support process by analyzing thousands of interactions, conducting user interviews, and measuring satisfaction

VOLUNTEER EXPERIENCE

Software Engineer

Helping Hands – Portland, OR (Remote)

April 2020 – July 2020

- Front-end developer for Helping Hands, a nonprofit COVID-19 support network
- Designed and maintained main website; ensured contact channels and key info were current and accessible

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”
- Assisted with setup and teardown at game jams, showcases, and other events

EDUCATION

Bachelor of Arts, Journalism

Robert D. Clark Honors College,
University of Oregon – Eugene, OR

September 2004 – September 2008

- Earned a B.A. in Magazine Journalism and minors in Multimedia and Communication Studies
- Thesis: *The Uses and Gratifications of Communication in Virtual Spaces*
- Associate Editor for *Flux Magazine*; managed multiple story teams of reporters, photographers, and designers
 - Gold Crown winner, Columbia Scholastic Press Association, 2009
- Dean’s List, winter 2008

LANGUAGES

JavaScript – React, Node.js, TypeScript, Vue.js, Cytoscape.js
C# – Unity
Python – Django, Flask
Lua – Defold, PICO-8

SKILLS

Narrative, UX, and technical writing • Visual design (Figma, Adobe Creative Cloud)
Technical project management (Scrum, Jira, Trello, Asana) • Interactive storytelling
Cloud Services (AWS, Azure PlayFab) • Containers (Docker, Kubernetes)
Source Control Management & CI/CD (GitHub, GitLab, Bitbucket)