

---

# Ross Nichols

## Strategy & Operations | Software Engineer

Denver, CO

(612) 655-3571

nichro02@gmail.com

github.com/nichro02

linkedin.com/in/ross-nichols-gettysburg

https://portfolio.nichro02.vercel.app/

Extensive history working in cross-functional roles to help organizations leverage technology. Excited to continue learning.

### TECHNICAL SKILLS

**Front-end:** CSS3, HTML5, React, NextJS

**Back-end:** Express, Flask, MongoDB, SQL, APIs

**Programming:** JavaScript, Node.js, Python

**Certifications:** Salesforce.com Certified Administrator

### EXPERIENCE

#### Salesforce - Denver, CO

July 2021 - present: Senior Business Analyst

- Scope out and prioritize system feature enhancement requests with business users
- Liaise with Engineering team to establish project timelines
- Write UAT test scripts
- Develop best practices/standards documentation

April 2017 - July 2021: Senior Analyst, Sales Strategy

- Owned pipeline generation analysis for NGO vertical through weekly reporting and analyses to support 25-30% annual revenue growth
- Carved sales territories and build role hierarchy in Salesforce instance for 340 users
- Advised 250 Account Executives on global sales policy to increase efficiency of sales organization

#### General Assembly - Remote

August 2020 - February 2021: Full-Stack Engineering Fellow

- Build competency in full-stack development through 400 hours of guided, interactive coursework
- **Project 1: Deal or No Deal** - front-end game written in JavaScript that leverages DOM-manipulation
- **Project 2: Poetry in Motion** - creativity app built with Node.js, third party API, Express, and SQL database
- **Project 3: Chirper** - social media app built with React, Express, and a NoSQL database (Mongoose)
- **Project 4: Full-Stack Deal or No Deal** - full-stack game built with React, Flask, and a SQL database

#### OpenDNS - San Francisco, CA

December 2014 - April 2017: Sales Operations Analyst

- Developed and maintained sales best practices documentation
- Compiled metrics such as ARR, pipeline by stage for quarterly business reviews
- Created ad hoc reports and dashboards in Salesforce

### EDUCATION AND CERTIFICATIONS

**Gettysburg College - Gettysburg, PA** - August 2009 - May 2013

BA Summa Cum Laude, Economics and Globalization Studies

**Salesforce Certified Administrator** - February 2019

ID: 19831098

**General Assembly - Remote** - August 2020 - February 2021

Software Engineering Immersive Certificate of Completion