

# NICHOLAS C. NOCIDA

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## PROFILE:

- An effective leader, group facilitator, communicator and team member experienced in multiple industries with strengths in electronics/computer technology support and training.

## EDUCATION:

- BS of Business Administration, West Virginia University.

## COMPUTER EXPERIENCE:

- Obtained the following certifications: Microsoft Certified Application Developer, Microsoft Office User Specialist, A+/Network + and Certified Internet Webmaster.
- Microsoft Office applications and Microsoft's client/server operating systems including Windows Servers and XP Professional.
- Microsoft Terminal Services and Citrix MetaFrame
- Microsoft Project and Visio.
- Linux and Mac OS.
- Graphic Design and document development using Adobe Photoshop, Illustrator and Acrobat.
- Web and Application Development using Visual Studio .NET and Visual Basic for Applications.
- Web Languages, including HTML, CSS, JavaScript, Flash, Perl and PHP/MySQL.
- Hardware, Software and Network troubleshooting and configuration.
- LAN Technologies, TCP/IP and other protocol configurations.

## EMPLOYMENT:

**PRATT & WHITNEY (INFOTECH SOFTWARE; UNIVERSAL DESIGN), East Hartford CT** **2004-Present**  
**Digital Publications Support Specialist/Technical Writer-Maintenance Data Engineering Group**

- Develop interactive Digital Publications for Pratt & Whitney clients. Publications include engine, maintenance manuals and illustrated parts catalogs stored in portable document format.
- Analyze software requirements to implement in publication production.
- Work closely with the Project Leader to plan and delegate work to team members and adhere with production schedules.
- Supervise and train interns along with the Project Leader.
- Provide customer assistance and support for interactive CD-ROMs through telephone or e-mail.
- Manage relationships with vendors.
- Provide Quality Assurance of CD-ROM content prior to distribution.
- Developed methods to improve timely production of CD-ROM content using macros and scripting.
- Maintain and update Maintenance Data Engineering Website content.

**NEW HORIZONS COMPUTER LEARNING CENTERS, Windsor CT** **1998-2004**  
**Technical and Applications Instructor/Consultant**

- Provided high quality technical and application software training to individuals and corporations in an instructor led environment.
- Able to adjust pace of delivery of training based on students' skills and current knowledge of curriculum.
- Analyzed and diagnosed individual questions asked by students during class while maintaining sufficient pace of delivering course objectives.
- Setup and maintained classroom environment weekly. Setup included hardware, operating system, application software and network infrastructure.
- Mentored new talent.
- Developed and delivered customized courseware for customized classes.
- Troubleshoot hardware, software and network issues for clients.

**FREELANCE COMPUTER CONSULTANT, WEB DEVELOPER:** **1998-Present**

- Build, install and maintain hardware and software for various small businesses.
- Troubleshoot computer hardware/network issues.

- Provide new system builds and upgrades.
- Plan and create new web presence.

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**COMPUSA, Manchester, CT**

**1996-1998**

**Retail Sales Manager**

- Responsible for all administrative, supervisory and quality control operations.
- Scheduled and supervised over 60 employees.
- Managed inventory stock levels based on demand.
- Developed proper store aesthetics to coincide with marketing objectives.
- Communicated daily with all departments to accomplish sales and operational goals.
- Implemented strategies to streamline operations.
- Participated in direct customer relations.
- Ensured proper employee training.
- Motivated, rewarded and disciplined employees accordingly.

**OTHER WORK EXPERIENCE:**

**1990-1996**

- Worked as a manager for other retail chains including Hill's Department Stores, Phar-Mor, and Babbages Software.