

Nicholas Lorenzo

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Programming | Technical Support | Computer Technician

Summary of Qualifications

- ✓ Completed Undergraduate Certificate in Programming Essentials with a 4.0 GPA, including coursework in programming, operating systems, and Information Systems.
- ✓ Demonstrated ability to diagnose and resolve technical issues in high-pressure environments, maintaining optimal performance of arcade equipment and customer satisfaction.
- ✓ Experienced in delivering exceptional service by addressing technical challenges and engaging with customers, fostering positive experiences in entertainment and retail settings.

Core Competencies

Microsoft Office | Windows | Computer Repair | Google Docs | Technical Support | Operating Systems | Linux | VMWare | Video Editing | Python | C++ | Troubleshooting | Preventative Maintenance | POS Systems | Customer Services | Hardware Repair | Problem-Solving | Attention to Detail

Certification

CompTIA ITF+ Certified

Education

Undergraduate Certificate | Programming Essentials

August 2024

DeVry University | GPA 4.0

- **Relevant Coursework:** *Programming with Objects, Operating Systems, Technology and Information Systems, Intermediate Programming*

Academic Experience

Stock Management Program in Python | DeVry University

Developed a stock management program in Python using object-oriented programming principles. The program enabled users to add, remove, and view stock data, while integrating functionalities such as data visualization and GUI-based interaction. Expanded Python skills by creating classes, managing data imports, and building graphical interfaces to enhance user experience.

- Designed and implemented classes to manage stock data, including inheritance for enhanced functionality, and conducted successful unit tests to validate program integrity.
- Created charts and graphs to display stock performance and imported historical stock data (e.g., GME) from external files for detailed analysis.
- Developed a functional graphical user interface (GUI) in Python, enabling users to interact with stock data and view reports seamlessly.

Work Experience

Game Technician | *Dave & Buster's* | *Staten Island, NY*

September 2023 – Present

Maintain and repair arcade games and simulators to ensure optimal operation, safety, and customer satisfaction in a fast-paced entertainment environment.

- Diagnose and resolve hardware and software issues efficiently, leveraging troubleshooting skills and technical tools to minimize downtime.
- Conduct preventative maintenance and detailed inspections to preemptively address potential equipment failures.
- Provide outstanding customer service by assisting guests with game-related issues, fostering a positive and engaging experience.

Team 2 Game Room Attendant | *Chuck E. Cheese* | *Staten Island, NY* **February 2022 – December 2023**

Supported daily operations by maintaining gaming equipment and delivering exceptional service, contributing to a safe and enjoyable environment for families and children.

- Repaired and managed arcade games, including addressing coin jams and replacing hardware components, demonstrating technical problem-solving skills.
- Conducted morning maintenance tasks, such as dismantling, cleaning, and restoring gaming machines, ensuring operational readiness.
- Enhanced guest satisfaction by assisting with basic store needs, including food delivery and merchandise counter support, in a customer-focused role.

Sales Associate | *Spirit Halloween* | *Staten Island, NY*

August 2023 – October 2023

Delivered excellent customer service and maintained operational efficiency in a high-volume retail setting specializing in seasonal products.

- Assisted customers in selecting costumes and accessories by providing knowledgeable recommendations based on their preferences.
- Managed inventory operations, including restocking, organizing, and conducting regular checks to maintain product availability.
- Handled sales transactions accurately using point-of-sale systems, reinforcing attention to detail and cash-handling skills.

Game Room Attendant | *Chuck E. Cheese* | *Staten Island, NY*

September 2019 – March 2020

Provided technical and customer service support to maintain and enhance the guest experience in a family entertainment environment.

- Maintained and repaired arcade games, resolving technical issues to ensure a seamless gaming experience for guests.
- Supported cleanliness and safety by disinfecting gaming equipment and general areas, contributing to a welcoming environment.
- Engaged with guests through interactive experiences, such as mascot performances, to create memorable visits.