

# NIKOLAUS ZOLNHOFER

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## WORK EXPERIENCE

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### Software Developer at AEON Geoscience Systems

September 2022 - July 2023

*Application overhaul, and feature addition for Geosciences SaaS*

- Worked extensively in React, and Ruby on Rails to update, overhaul and expand the existing web app.
- Using D3.js package to create numerous graphs, well log tracks and data dashboards to enable the visualisation and comparison of complex datasets as part of a 70k+ client project.
- Overhauled the visual design of the application using Figma as a quick prototyping tool to realise these changes. Working within a Company standard design template.
- Implemented a completely new self sign up process including email confirmation with SendGrid API.
- Set up full build, linting, and testing pipelines as well as containerisation of the Application.

### IT & Business Support at DK AVS

June 2018 - September 2022

*Supporting modernisation and web integration for an electronics repair company.*

- Worked extensively in React, HTML, CSS, ES6 JavaScript, and Redux to improve company's web systems.
- Streamlined job-request process, resulting in 1200+ TV repair being recorded, verified and prearranged through an automated portal. Increased customer communication efficiency by 25%.
- Managed overhaul and implementation of the company's entire Enterprise Resource Planning system, including writing proposals for key clients and supporting them in a transition period. Delivered the project from inception to completion.
- Initiated online campaign bringing in 4k users on to DK AVS website leading to 20% increase in the first time customer service request.

### Food and Beverage Assistant at DoubleTree by Hilton

June 2017 - August 2017

*Summer hotel services assistant*

- Worked both within a team and independently to ensure the high level of customer experience.
- Undertook a diverse range of jobs, from taking orders to processing customer payment methods, preparing various beverages for customers, and closing the bar.
- Demonstrate skill in dealing with customer complaints, using active listening skills to defuse difficult and emotionally charged situations to maintain the customer's goodwill.

## SKILLS

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Programming Languages: **React, JavaScript, HTML 5 & CSS 3, Ruby on Rails** and **SQL**.

Software Packages: **Figma, MATLAB, SolidWorks, Docker** and **OrcaFlex**.

Communication: B2B and B2C customer service and sales. Fluent in **English** and **German**.

## EDUCATION

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### BEng in Mechanical Engineering at University of Aberdeen

2017 - 2022

Classification: **2:1 (Hons)**

Dissertation: **Installability Study for Steel Catenary Risers (SCR) in Deep Water**

Year Abroad: **The University of Hong Kong (HKU)**

Relevant Modules: Enterprise Computing and Business, Advanced Web Application Development, Electronic Systems, Project and Safety Management, Engineering Analysis and Methods