

NICHOLAS C. NOCIDA

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PROFILE:

- Leadership in a manufacturing and corporate environment with 20 years of experience in management and information technology support and training. Demonstrated well-refined leadership skills, enterprise-wide perspective and strong analytical viewpoints.

TECHNICAL EXPERIENCE:

- Microsoft Office applications and Microsoft’s client/server operating systems
- Project Management and Workflow Diagramming using Microsoft Project and Visio.
- Document development and Graphic Design using Adobe Acrobat, Photoshop, and Illustrator.
- Markup and Web Languages, including HTML, XML, SGML, CSS, JavaScript, Flash, Perl PHP.
- Database applications, including Oracle, SQL and Microsoft Access.
- Experience working within the UNIX environment.
- Windows platform troubleshooting and configuration including Active Directory, Domains and Group Policies.
- Web and Application Development using Visual Studio .NET and Visual Basic for Applications.
- LAN Technologies,
- Obtained the following certifications: Microsoft Certified Application Developer, Microsoft Office User Specialist, A+/Network + and Certified Internet Webmaster.

EMPLOYMENT:

Infotech Enterprises America, East Hartford CT

2006-Present

Universal Staffing, Hartford CT

2004-2006

Technical Aide, Team Lead

- Develop integrated and interactive Digital Publications for Pratt & Whitney’s Maintenance Data Engineering Group. Publications include but not limited to engine, maintenance manuals and illustrated parts catalogs stored in portable document format and distributed on DVD.
- Analyze complex business needs and test software functionality in order to provide customers with proper technical specifications.
- Work closely with Maintenance Data Engineering to plan and delegate work to team members to adhere with production schedules, standard of work, and ongoing ACE efforts.
- Provide customer assistance and support for interactive DVDs for Pratt & Whitney customers.
- Provide Quality Assurance of DVD content prior to distribution.
- Developed programming methods to improve timely production of DVD content using macros and scripting.
- Maintain and update Internal EagleWeb Website content and communicate with Pratt & Whitney Online Services to ensure timely delivery of technical manual content externally.
- Approve time and attendance for Infotech employees outsourced by Maintenance Data Engineering Group.
- Perform yearly performance appraisals for Infotech employees.
- Promoted to Team Lead in 2009.

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 and mentored new talent.
- 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, and application software and network infrastructure.
- Developed and delivered customized courseware for customized classes.

RETAIL SALES MANAGER

- CompUSA, Manchester, CT **1996-1998**
- Babbages (Game Stop), Manchester, CT **1995-1996**
- Radio Shack, Morgantown, WV **1993-1996**
- Phar-Mor, Morgantown, WV **1992-1993**
- Hill’s Dept. Stores (Ames) **1990-1992**

EDUCATION BS Business Administration, West Virginia University

1989

MS Information Technology, Southern New Hampshire University (**Expected 2014**)