

Nicholas Coday
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Education: B.S. in Education, Magna Cum Laude with Honors, University of Oregon
Major: Educational Studies with emphasis in Adult Education
GPA: 3.95
Certificates: OR State Insurance License: Life & Health, Breakthrough Conflict by Susan and Peter Glaser
Related Coursework: EDST 313: Evaluation for Decision Making, BA 399: Cross-Cultural Negotiation, PHIL 344: Business Ethics

Experience: Call Center: Symantec, Springfield, OR
February 2007 – Present

- Licensing Support for Small Businesses & Enterprises

Stockroom: PSC, Eugene, OR
July 2005 – December 2006

- SAP Software Transaction
 - Cycle Counts
 - Parts movements
- Forklift Trained
 - Traditional and Narrow-Isle

Technical Intern, Intel Corp., Hillsboro, OR

Manager: Tim Knox

January – October 2000, March – November 2001, June – December 2002

- Research, Development and Implementation of targeted course materials for 3 classes
 - Basic Internet
 - Macromedia Dreamweaver
 - Adobe Photoshop
- Synchronized the delivery of 10 required class sessions across 3 continents and 5 countries
- Created and Delivered advertising campaign for classes
- Provided One-on-One support to Colleagues to improve productivity in multiple software programs and operating system platforms
- Re-designed website responsible for World-wide training
- Identified and Corrected Stale and incorrect reference information on intranet.
- Developed static online courses to improve efficiency and reduce cost
- Centralized Technical Support provided over the phone with in-person follow-up if necessary

Computer Skills:

Technical Software: SAP, Adobe Photoshop/Illustrator/InDesign, SAP, Macromedia Dreamweaver/fireworks/Flash

Computer Skills: Microsoft Windows 98/2000/XP, Mac OS 9/X, Microsoft Office Suite (Word, Excel, Powerpoint, Access, Outlook)