

NICHOLAS STANCIL

Technical Support Specialist | Software Support | Full Stack Developer

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TECHNICAL PROFILE Customer focused technical support and software development professional with a Bachelor of Science in Computer Science and practical experience resolving mobile device, account access, authentication, network connectivity, Citrix session, and software support issues. Brings wireless retail leadership, award recognized customer retention, and full stack project experience with JavaScript, Python, SQL, Node.js, Firebase/Firestore, REST APIs, Git/GitHub, Jira, technical documentation, and troubleshooting.

CORE TECHNICAL SKILLS

Support & Systems	Windows, Linux, iOS, Android, Citrix, PowerShell, Jira, authentication support, account access, device setup, remote/user support
Development	JavaScript, Python, SQL, HTML, CSS, C++, Node.js, REST APIs, Firebase, Firestore, real time database integration
Technical Strengths	Troubleshooting, documentation, application support, API integration, debugging, data analysis, customer communication, escalation support

PROFESSIONAL EXPERIENCE

Mobile Expert (Key Holder) | T-Mobile | Aug 2025 to May 2026

- Troubleshoot iOS and Android device issues, account access problems, network connectivity, SIM/eSIM activation, device setup, and customer application concerns.
- Exceeded monthly sales and performance goals through consultative selling, technical product guidance, and customer relationship management.
- Supported opening/closing procedures as a Key Holder while maintaining accuracy, security, compliance, and operational readiness.
- Trained US Cellular employees following the merger transition on T-Mobile systems, customer account tools, product workflows, troubleshooting procedures, and solution focused communication.

Sales Representative to Technical Support Specialist | US Cellular | Feb 2023 to Aug 2025

- Promoted to Technical Support Specialist in May 2025 after building strong technical product knowledge, customer support performance, and troubleshooting ability.
- Resolved application access, authentication, account, device configuration, software support, and Citrix virtual session issues while documenting resolutions and escalation steps.
- Diagnosed iOS, Android, network connectivity, SIM/eSIM activation, and operating system performance issues; escalated complex problems when needed.
- Earned Apex Sales Award and Pinnacle Award recognition for top regional sales performance, revenue growth, and customer retention.

Team Lead | OSL Retail Services | Oct 2021 to Feb 2023

- Led and coached wireless sales team members on product recommendations, service plan selection, customer engagement, troubleshooting, and goal achievement.
- Supported daily store operations including inventory management, merchandising, staff scheduling, cash handling, device support, and account assistance.

TECHNICAL PROJECTS

Card Valut | On Hand Card Database | Personal App Project | 2026

- Designed a database based card inventory app for tracking on hand cards, searchable card records, image references, collection metadata, and individual card details.
- Built CRUD based workflows for adding, editing, filtering, and organizing card records while testing data accuracy, improving lookup usability, and incorporating user feedback.

Invert | Team Matching Platform | Full Sail University Project | Jan 2025 to May 2025

- Built a full stack team matching platform using JavaScript, Node.js, Firebase, Firestore, HTML, and CSS, including AI powered onboarding workflows and real time activity tracking.
- Contributed to Agile delivery through Jira sprint planning, UI/UX wireframing, testing, debugging, troubleshooting, and application optimization.

PUBLICATION

HTML in Real Life | Author | 2026

- Wrote a beginner focused technical guide explaining HTML page structure, elements, attributes, links, images, forms, and practice projects through real life examples.

EDUCATION

Bachelor of Science in Computer Science | Full Sail University | 2022 to 2025