

Nicholas Goolsby

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EDUCATION

Kennesaw State University | College of Computing and Software Engineering
Bachelor of Science in Software Engineering

May 2026

- Coursework: Software Project Management, Software System Requirements, User-Centered Design, Probability & Data Analysis, Data Structures, Technical Communication, Software Engineering Capstone

EXPERIENCE

EchoStar | Englewood, CO (Remote)
IT Technician I

Mar 2025 – Present

- Collaborate cross-functionally with separate IT teams, CXO managers, and colleagues to diagnose and resolve end-user problems, translating recurring issues into actionable improvement recommendations
- Utilize emerging AI technologies, including LLM-based assistants and automation scripts, to streamline support processes, increasing throughput while maintaining resolution quality across 2,000+ cumulative tickets
- Analyze incident trends and previous tickets to identify inefficiencies, producing solutions that can be shared across the team in an effort to meet the team goal on reducing resolution times
- Deliver end-to-end support for remote employees across dynamic environments, diagnosing connectivity, hardware, and software issues while developing user understanding to reduce repeat contacts

Cherry Creek School District | Cherry Hills Village, CO
Information Technology Specialist

Aug 2023 – Mar 2025

- Saved the district over \$5000 per semester by repairing staff and student devices using third-party documentation, reducing reliance on external repair vendors and cutting down time by 50%.
- Recognized by staff for significantly faster resolution times compared to prior support, driven by clear team communication among teachers, students and other stakeholders
- Proactively enhanced existing systems by researching and implementing new technologies, creating comprehensive documentation that improved staff understanding and reduced institutional knowledge gaps

PROJECTS

CruxTrack | Full-Stack Climbing Gym Management Platform

Jan 2026 – Present

- Lead Angular frontend development on a 4-person agile team building a full-stack web application with Spring Boot, Spring Security, and SQLite
- Authored a Software Requirements Specification and Requirements Traceability Matrix to define scope, acceptance criteria, and support development decisions across the product's creation
- Designed role-based access control to support permission-dependent actions as required by department needs
- Migrated application from JavaFX to a Spring Boot + Angular architecture to improve scalability, maintainability, and alignment with user needs

Ford Trim Level Selector | Kennesaw State University
Team Lead of 6-Person Development Team

Aug 2024 – Dec 2024

- Led a cross-functional team through a full semester product lifecycle, coordinating sprint deliverables, team stand-ups, and stakeholder communication to deliver a web application earning a 100% project score
- Built a data-driven web application for querying Ford vehicle trim-level configurations, integrating database queries with a responsive frontend interface

TECHNICAL SKILLS

Languages: Java, TypeScript, JavaScript, HTML/CSS, SQL, Python

Frameworks & Libraries: Spring Boot, Spring Security, Angular, React, JPA/Hibernate

Tools & Platforms: Git, GitHub, Azure, Trello, Confluence, Figma, SQLite, PostgreSQL

Methodologies: Agile/Scrum, Kanban, Design Thinking, User Story Mapping, Requirements Traceability, OKR Frameworks

AI & Automation: LLM Deployment (Ollama, Open WebUI), Prompt Engineering, AI Workflow Prototyping