

# NIKOLAUS ZOLNHOFER

256 Hardgate, Aberdeen, AB10 6AA  
07376 9891 48 ◊ nzolnhofer@gmail.com ◊ nikmaxott.org

## EDUCATION

---

**BEng in Mechanical Engineering at University of Aberdeen** 2017 - 2022  
Classification: **2:1 (Hons)**  
Dissertation: **Installability Study for SCR risers 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

## SKILLS

---

Computer Languages: **React, JavaScript, HTML 5 & CSS 3, Ruby on Rails, Python and SQL.**  
Software Packages: **Excel VBA, MATLAB, SolidWorks, AutoCAD and OrcaFlex.**  
Communication: B2B and B2C customer service and sales. Fluent in **English and German.**

## WORK EXPERIENCE

---

**IT & Business Support at DK AVS** May 2019 - Present  
*Supporting modernisation and web integration for an electronics repair company.*

- Worked extensively in React, HTML, CSS, ES6 JavaScript, and Redux to improve company's 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%.
- Created a web-based portal allowing external request logs by major companies such as Amazon, Richer Sounds, Costco, John Lewis and Currys. Led to creation of 120+ service jobs in last 3 months alone.
- 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.
- Initiated online campaign bringing in 4k users on to DKAVS website leading to 20% increase in the first time customer service request.

**Software Developer at Superbase Software** June 2018 - Present  
*Key Asset Manager and Full Stack Developer with client-facing responsibilities*

- Restructured Superbase systems and updated applications from 32-bit to 64-bit, resulting in enhanced security and streamlined workflow. Managed and delivered the project from inception to completion.
- Created bespoke VS Code plugins and Static Gatsby.JS sites, optimising WordPress installs for major customers leading to 35% increase in site reliability and 30% in site visits.
- Actively reached out to costumers to understand their product needs, communicating Superbase service offering, resulting in 900 signups, generating new revenue streams.
- Curated social media channels resulting in 50% increase in users and pageviews.

**Food and Beverage Assistant at DoubleTree by Hilton** June 2017 - August 2017  
*Summer hotel services assistant*

- 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.