

**Nick J. Fessel**

5174 Shelburne Road Apt. 4  
Shelburne, VT 05482-6204

802-985-5768  
nfessel@gmail.com

**Education**

- **Champlain College** May 2003  
Burlington, VT
- B.S., Computer Information Systems/Software Development  
(GPA 3.80)

**Work History**

- **Technical Support Representative** January 2004 - Present  
Cooper Controls U.S. South Burlington, VT
  - Commission lighting control systems at over 60 commercial locations in the United States
  - Train and communicate with engineers, sales agents, lighting designers, architects, electricians, system integrators and end customers to ensure successful lighting controls projects
  - Realized a large cost savings by developing a computerized Return Authorization application to process customer returns for the Technical Support team
  - Research and provide training for new software applications for use by the Technical Support team
- **Developer** July 2005 to Present  
Nick Fessel Software Shelburne, VT
  - Provided a custom Flash photography website interface for Norm's Story - Family Stories on Film, July 2008
  - Generate technical articles regarding software and website development at nickfessel.com
  - Provided successful .NET microcontroller development presentation at VTdotNet user group meeting, June 2008
- **Sales Associate** October 1997 - January 2004  
Toys R Us Williston, VT
  - Increased sales through excellent customer service
  - Provided customer service training to new employees
  - Assisted with bicycle assembly, inventory management, stockroom maintenance and shipping and receiving

**Technical Skills:** SQL, HTML, XML, CSS, XHTML, PHP, Microsoft .NET, Windows XP/Vista, Apache, MySQL, SQL Server 2000/2005