Nicholas A. Bortz

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EDUCATION

TEMPLE UNIVERSITY – Fox School of Business, Philadelphia, PA
Bachelor of Business Administration   Graduation: May 2025
Major: Management Information Systems
Awards: Information Sciences Scholarship, Diamond Scholarship, AIS Member of the Year
Selected Courses: Data Science, Digital Systems, Data and Analytics

EXPERIENCE

TEMPLE UNIVERSITY - COLLEGE OF PUBLIC HEALTH, Philadelphia, PA   March 2022 – Present
Technical Support- Student Worker
- Provide high-quality customer-centric technical support to locations on Main and HSC campuses
- Provide services including setting up new computers, installing printers, reinstalling operating systems, drivers, and software, and assisting with the cleanup of clients' computers
- Utilize a ticket tracking system to perform on-site service calls on a first come-first-serve basis

ORASURE TECHNOLOGIES, Bethlehem, PA   May 2022 – August 2022
Information Systems Technician Intern
- Investigated support and resolved software and hardware requests of users as received through the help desk for a national medical device company
- Resolved 17% of tickets logged through the company's issue management system
- Preformed daily audits ensuring corporate-wide printers were updated and installed through a print server environment
- Rehabilitated inventory through Microsoft Asset Manager to ensure the accuracy of corporate-wide machines

SAUCON VALLEY COUNTRY CLUB, Center Valley, PA   May 2019 – January 2022
Culinary Team Member
- Worked 12-hour shifts from open to close, assisting in full-service operations within restaurants of the country club
- Prepared silverware, utensils, dishes, and glasses ensuring high-quality standards
- Communicate with management and team members to ensure daily duties and tasks are completed

ACTIVITIES

Chair of Scholarship, Association of Information Systems   June 2022 – Present
Active Member, Association of Information Systems   August 2021– Present
Market Research Consultant, Temple Consulting Club   August 2021 – January 2022

TECHNICAL SKILLS

Programming Language: JavaScript
Database Management: MySQL, Vertabelo, Tableau, MongoDB
Project Management: Office 365 Suite, Salesforce,
Backend Systems: Microsoft SharePoint, Microsoft Exchange, Microsoft Remote Server Administration Tools

PROJECTS

World Affairs Council, Temple Consulting Club   September 2022 – January 2022
- Analyzed doctoral research on the demand of cultural fluency to determine past precedents on trends relating to international leadership, sensitivity, and awareness training for a million-dollar non-profit
- Documented and researched 44 corporate and non-profit relationships between client and external firms, looking into sponsor amounts, employee numbers, and financial statements
- Organized meetings for the Market Research Team, and transcribed client calls and internal meetings, with the Business Model and Program Model teams