

Nicholas Leonard
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EDUCATION

UNIVERSITY OF IOWA, Tippie College of Business
MBA w/ certs in Finance & Corporate Finance

Iowa City, Iowa
August 2021 – May 2023

UNIVERSITY OF GEORGIA, Terry College of Business
BBA – Management Information Systems

Athens, Georgia
August 2014 – December 2019

SKILLS/INTERESTS

Technical: Microsoft Office Suite – Advanced; Signavio – Moderate; Tableau – Basic; OneTrust – Advanced; Linux – Moderate; MySQL – Moderate; Cloud Computing – Moderate; Smartsheet - Advanced

Certificates: Lean Six Sigma Yellow Belt, Machine Learning with Python; Smartsheet Core Product; Smartsheet Project Management; Smartsheet SysAdmin

Coding: Java – Moderate; C – Basic; SQL – Moderate; R – Basic; Python – Basic; Swift – Basic;

Languages: English – Native; Spanish – Basic

Interests: Emerging technology trends, stock market analysis, reading, solutioning, cloud-ops

EXPERIENCE

Smartsheet

Boston, MA (remote)

Solutions Consultant

July 2022 – Current

- Responsible for leading consulting engagements with our customers to understand their challenges and develop custom solutions using Smartsheet, our partners, and our API.
- Developed processes and best practices aligned to our software to ensure customers are realizing their full potential and recognizing their greatest value from Smartsheet.
- Expanded upon the Smartsheet solution portfolio by demonstrating best practices in design for use cases across a wide variety of industries, departments, and workstreams.
- Translated client wants and needs into a variety of successfully operational solutions encompassing all Premium Apps offered by Smartsheet with a stellar performance record.

DropStream

Atlanta, GA (remote)

Implementation Engineer/Onboarding Specialist

October 2021 – June 2022

- Worked with clients to identify relevant integrations in conjunction with the Dev Team to create customized, cloud-based solutions
- Gathered information to create client-specific conditional statements and programmatic solutions within our Rules Engine using Ruby on Rails
- Worked in conjunction with CEO and CTO on developing future roadmaps and creating new processes as well as enhancing current processes.
- Implemented clients with cloud-hosted solutions catered to their exact needs and troubleshot all errors ranging from simple typos to cloud-based infrastructure problems.

Oversight Systems**Atlanta, GA (remote)***Client Delivery Analyst**November 2020 – October 2021*

- Leveraged Oracle SQL and PuTTY to create enhancements for customers' specific risk profiles, as well as working within our Concur integration, a cloud-based analytics solution for further data readability and accessibility
- Operated within a Linux VM to customize, test, and deploy solutions customized exactly to customer parameters
- Maintained a 98% on-time delivery rate of custom, production-ready servers for clients
- Worked directly with the Product and Dev teams to create and beta test new features in all systems

OneTrust**Atlanta, Georgia***Technical Implementation Consultant**January 2020 – November 2020*

- Implemented software natively within client's mobile applications for adherence with GDPR/CCPA regulations while ensuring successful data delivery during the process
- Worked around various programmatic elements in Swift and Java to deliver an operational solution 100% of the time, while cross-referencing expectations with high-value stakeholders such as VP's and CTO's.
- Leveraged a cloud-based solution to deliver implementations focused on their unique use cases and business needs. Specifically, using multiple cloud-based API's to create integrations that allowed or enhanced the flow of data from a user device.