

# Nikki Jack

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[github.com/Nukki](https://github.com/Nukki)

## EXPERIENCE

### **Product Zone Specialist, Apple; New York, NY — Sep 2018–Present**

Specialist at the flagship Apple Fifth Avenue, entrusted with providing exceptional customer service and product knowledge to Apple customers.

- Assessed customers' needs and offered optimal solutions while building personal connection to the brand.
- Educated customers about relevant features of Apple hardware, software and services.
- Regularly rotated through different skill sets to work with sales, technician and operations teams.

### **Software Engineering Intern, Getaway House; Brooklyn, NY — June 2018 - Aug 2018**

Introduced fixes to internal and customer-facing web applications and shipped code from day one.

- Implemented new “toast” feature on the company React.js/Redux website.
- Eliminated legacy jQuery code and improved company website performance.
- Wrote unit tests for Redux reducers with Jest and Sinon

### **Cyber Threat Analyst Intern, Cybersecurity Workforce Alliance / John Jay College; New York, NY — Feb 2016 - May 2016**

Provided technical perspective in a cross-functional team mitigating the Insider Threat.

- Determined the risks associated with various technologies in use and the strategies to handle a potential breach in systems.
- Created Insider Threat Program based on NIST Cybersecurity Framework.

## EDUCATION

Hunter College CUNY, New York, NY

Bachelor of Arts, Computer Science Major, Mathematics Minor, May 2018

Honors: magna cum laude (GPA 3.8)

Hands On Hacking, Hacker House Ethical hacking certificate, Dec 2017

Applied CS with Android, Google Certificate program, May 2017

## SKILLS

Proficient in: JavaScript, ES6, Node.js, React.js, Redux, SQL, MongoDB, Git, HTML, CSS, Gatsby.js, GraphQL

Familiar with: Python, Swift, xCode, Linux, x86 Assembly, Metasploit, Shell, C++, Java, Android

## VOLUNTEERING

Tribeca Film Festival, HACKED by DEF CON and Mr. Robot, Privacy Village, April 2016

Guided visitors and demonstrated several hacking tools and explained how to defend their privacy.

The NYC Computer Science Opportunity Fair, April 2016

Led students through building paper circuitry into an origami project at Blink Blink Maker Space.