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# NICHOLAS ORTON

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## WEBSITES, PORTFOLIOS, PROFILES

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- [linkedin.com/in/nicholas-ray-orton](https://www.linkedin.com/in/nicholas-ray-orton)
- [nickorton.dev](https://nickorton.dev)
- [github.com/nrrorton](https://github.com/nrrorton)

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## EDUCATION

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**Bachelor of Science:** Computer Science, Expected in 12/2026

**Pittsburg State University** - Pittsburg, KS

- Honoree of All A Scholastics: 09/2023 - 12/2025
- Professional Development Udemy Git/GitHub Course: 12/2025
- Computer Science Club President: 09/2025 - Present

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## PROFESSIONAL SUMMARY

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Passionately driven Computer Science and Mathematics student with experience in Python development, data processing, and backend web applications. Applied analytical thinking to real world projects including CRM data classification and structured problem solving in company datasets. Customer interaction professional with escalation management experience, combining technical aptitude with strong communication skills to improve operational efficiency.

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## EXPERIENCE

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**Data Science Intern**, 04/2025 - 06/2025

**Rooted Ag** – Fort Scott, KS

- Built scalable Python/Pandas scripts to clean and format contact datasets.
- Standardized and restructured the Pipedrive CRM database to improve usability, enabling more effective segmentation and driving sales through targeted email campaigns.
- Developed classification logic and automated labeling rules for contact categorization, supporting efficient customer follow-up processes and improving retention efforts.

**Customer Advocate Specialist**, 05/2023 - 02/2025

**Backyard Discovery** – Pittsburg, KS

- Provided support across calls, chats, and email, gaining valuable insight into user expectations and needs.
- Resolved customer escalations through empathetic communication, reducing managerial intervention and improving customer experience.

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## PROJECTS

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- **Sales Prediction RNN:** 12/2025 - Built a Recurrent Neural Network (Tensorflow/Python) to predict future company order quantities.
- **Asteroid Game:** 09/2025 - Built an Asteroid style game (Python) through Boot.dev course instruction.
- **Callsign Brewing App:** 10/2025 - Created mobile app (Dart/Flutter) for small business brewery operations with UI components, navigation, and data handling.