

# NICHOLAS J. HERSHY

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## PROFILE

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Azure Consultant and Support Engineer at Microsoft, supporting enterprise customers with Azure application hosting, cloud configuration, networking, security, deployment, diagnostics, and production troubleshooting. Also an independent iOS and macOS developer, creating native apps in Swift and Xcode. Holds a B.S. in Computer Science, A.A.S. in Programming, B.A. in Spanish & Philosophy, CompTIA Security+, and AZ-900 Azure Fundamentals. Professionally proficient in Spanish.

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## EXPERIENCE

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### Azure Support Engineer

Microsoft

July 2021 – Present

Remote

- Provides enterprise-level cloud configuration and troubleshooting support for Azure customers across **App Service**, Function Apps, Container Apps, Static Web Apps, & App Service Environments (ASE)
- Diagnoses and resolves issues involving **DNS**, **private endpoints**, **VNet integration**, custom domains, TLS and certificates, authentication, scaling, deployment, platform behavior, and application configuration.
- Partners with customers during migration, configuration, and reliability work by reviewing platform settings, diagnostic data, logs, and network behavior.
- Communicates technical findings in English and **Spanish**, including support for Central and South American customers.
- *Other tools used: Azure CLI, Azure PowerShell, ARM templates, Terraform, Azure KQL, Kudu/SCM*
- *Related Azure resources: Virtual Networks, Private DNS Zones, Private Endpoints, Storage Accounts, Azure SQL, Application Insights, Application Gateways, Key Vault, Managed Identities, Certificates*

### C#/.NET Software Engineer

U.S. Army Aviation and Missile Command (AMCOM CIO/G6)

July 2019 – July 2021

Huntsville, AL

- Co-designed an access rights management tool to update roles and privileges at the application-level for all AMCOM G6 web applications. The **.NET Blazor** framework was chosen to eliminate the use of **JavaScript** in order to facilitate maintainability. Built with **Razor Pages** and using the **Mediator** behavioral pattern. **Telerik UI** for Blazor was used for dynamic web elements. Performed UI automation testing using **Selenium C# WebDriver**, in addition to **xUnit**, **Moq**, and **Fluent Assertions**.
- Assisted in the development of a command-wide user provisioning and management application. Created using **.NET Standard 2.0** and converted into a **NuGet** package to be consumed and compatible with all other AMCOM G6 web applications. **Dapper** (a micro-ORM) was implemented for object mapping and **Slapper** was used to populate complex nested child objects.
- *Other tools used: Visual Studio Code, Postman*
- *Also maintained same job responsibilities held under KBRwyle, seen below*

### C#/.NET Applications Developer

KBRwyle

May 2018 – July 2019

Huntsville, AL

- Promoted the readiness of the U.S. Aviation and Missile Command (AMCOM).
- Served as team lead and developer of a web-based inventory management system that was re-written from Oracle Forms to **.NET Core** using the **MVVM** architecture. The server-side portion used **C#**, **LINQ**, and **SQL**. Client-side consisted of **HTML/CSS**, **jQuery/AJAX**, and **Bootstrap**. Collaborated closely with the customer to gather business and technical requirements. Designed the application logic, GUIs, and database using UMLs, flowcharts, pseudocode, and wireframes. Mentored other developers as a lead application developer (LAD).

- Programmed an application that managed user access to Army information systems. Designed implementing the **.NET MVC** framework and architectural pattern. The **Kendo UI** library was used to add streamlined JavaScript components.
- *Other tools used:* LINQPad, SQL Server Management Studio, Microsoft Visio, NUnit, TFS

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## INDUSTRY CERTIFICATIONS

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**AZ-900: Microsoft Azure Fundamentals**  
Credential ID: 4A6B65D252604D5

June 2024

**CompTIA Security+**  
Verification Code: RS5BY1WE0DB113CR

January 2020

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## EDUCATION

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**Computer Science B.S.**  
Athens State University  
*Magna Cum Laude* (3.7 GPA)

January 2016 – May 2018  
Athens, AL

**Computer Information Systems – Programming A.A.S.**  
Calhoun Community College  
*Summa Cum Laude* (4.0 GPA)

May 2014 – May 2017  
Huntsville, AL

**Spanish B.A. with Philosophy minor**  
University of Alabama at Birmingham

August 2009 – December 2013  
Birmingham, AL

**Spanish Language and Cultural Immersion**  
Pontificia Universidad Católica de Chile

March 2012 – July 2012  
Santiago, Chile

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## PERSONAL PROJECTS

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**Squanto: Language Translator**  
<https://squanto.io>

*macOS / iOS / watchOS | Swift, SwiftUI*

- Built an intelligent translation app that breaks phrases down word by word to reveal meaning, context, grammar, and nuance.
- Developed native Apple-platform experiences across macOS, iOS, and watchOS with a focus on language learning and translation comprehension.

**Gainz Trakr**  
<https://squanto.io>

*iOS / | Swift, SwiftUI*

- Built and shipped a native iOS workout tracker for logging sets, reps, weights, personal records, goals, and progress over time.

**LearnPersian.online**  
<https://learnpersian.online>

*Web | Persian/Farsi learning tools*

- Created a modern Persian-learning website with tools for translations, dictionary lookups, verb conjugations, and practical study resources.

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## OTHER CERTIFICATES AND AWARDS

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- Received 1<sup>st</sup> place in the professional's category for the 2017 NASA Space Apps Challenge (HSV hackathon)
- Earned a Cisco Certificate for completing the Routing and Switching Networking Course with honors
- Completed a 120-hour TEFL course and received certificate from i-to-i to teach languages in foreign countries
- Inducted by Foreign Language Staff at UAB into Sigma Delta Pi – National Collegiate Hispanic Honor Society

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## TECHNICAL SKILLS

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- **Cloud:** Azure App Service, Function Apps, Container Apps, Static Web Apps, App Service Environment, Kudu/SCM, deployment diagnostics, Application Insights, Azure KQL, Azure CLI, ARM templates, Terraform, Azure Virtual Networks, VNet integration, Private Endpoints, Private DNS Zones, DNS, domains, TLS/SSL, certificates, Microsoft Entra, Managed Identity, Key Vault, Storage Account, Application Gateway, Firewall
- **AI Tools:** Claude Code, Codex, ChatGPT
- **Languages:** Swift, C#, Python, JavaScript, SQL, HTML/CSS, Java, C++, PowerShell, Bash, LINQ, JSON
- **Frameworks & Libraries:** SwiftUI, .NET Core, .NET Blazor, .NET MVC, .NET Standard, Entity Framework, ADO.NET, Razor Pages, Bootstrap, WinForms, Telerik Kendo, Selenium, Moq, spaCy, Tkinter
- **Tools:** Xcode, Visual Studio, VS Code, Git, NuGet, Postman, Azure Portal, Azure CLI, GitHub