

Nickolas Patino

Web Developer • Internal Tools • Workflow Automation • Operations Support
DeForest, WI 53532 • nickolas@kniraven.com • NickolasPatino.com

Professional Summary

Web developer and automation-focused operations professional with experience building live websites, browser-based tools, web forms, Excel/VBA automations, workflow documentation, and process improvements. Technical background includes HTML, CSS, JavaScript, PHP, SQL, Bootstrap, Git, authentication/session workflows, OAuth login, Stripe API integration, Microsoft Graph email automation, and AWS-hosted deployment workflows.

Technical Skills

Web Development & Integrations: HTML, CSS, JavaScript, PHP, SQL, Bootstrap, responsive design, web forms, internal tools, browser-based utilities, accessibility-conscious implementation, OAuth, session management, Microsoft Graph API, Stripe API

Automation & Data: Excel, VBA, Power Automate, Microsoft Forms, advanced formulas, pivot tables, data validation, workflow automation, reconciliations, reporting support, data quality review

Tools & Platforms: Git, GitHub, GitLab, VS Code, Apache, XAMPP, LAMPP, phpMyAdmin, AWS EC2, Route 53, SharePoint, JIRA, ServiceNow

Business & Reporting Systems: Power BI, Hyperion, Smart View, Oracle Fusion

Selected Web & Project Experience

Founder / Web Developer

Aug 2024 – Present

Kniraven LLC / Kniraven.com • DeForest, WI

- Build and maintain Kniraven.com using HTML, CSS, JavaScript, PHP, Bootstrap, Apache, AWS EC2, Route 53, and a LAMPP production environment.
- Implement session-based accounts, OAuth login, password reset workflows, Microsoft Graph API email automation, and Stripe API checkout functionality.
- Maintain a private GitHub-based deployment workflow using local XAMPP development, domain-specific repositories, and Windows batch scripts to push approved production updates.

Freelance TTRPG Designer & Web Tool Developer

Feb 2022 – Aug 2024

Aether Studios • Greer, SC

- Built a browser-based 5e stat block generator using PHP, HTML, CSS, JavaScript, and Bootstrap 5 for both internal Aether Studios production and audience-created third-party content.
- Developed validation, formatting, and quick-start documentation to standardize 5e stat block creation and reduce manual review/rework.
- Produced 5e monster stat blocks, subclasses, vehicle systems, and Kickstarter-linked TTRPG content for Aether Studios projects.
- Contributed to Space Bug Prairie, which raised \$7,204 on a \$2,000 goal, funding at 360% of target.
- Contributed to Mimic Village, which raised \$10,306 on a \$1,500 goal, funding at 687% of target.

Lead Designer & Project Manager

Jul 2025 – Present

Guldan Stories LLC • Madison, WI

- Lead a small contractor team creating an original three-part adventure module and campaign setting supplement for Guldan Stories LLC's in-development game, Lucid: The Dreaming.
- Manage scope, milestones, documentation, publisher reviews, versioning, and monthly client progress updates.
- Build project materials for web delivery using HTML, CSS, JavaScript, PHP, and Bootstrap 5.

Professional Experience

Financial Analyst

Oct 2024 – Jun 2026

QBE North America • Madison / Sun Prairie, WI

- Supported FP&A consolidations, reporting, KPI loading, cross-system financial data movement, reconciliations, hierarchy/mapping maintenance, and variance investigation.
- Reconciled financial values across Oracle Fusion, Hyperion, Power BI, and SAS-derived reporting outputs.
- Produced recurring KPI reports and ad-hoc reporting for senior stakeholders using Excel, Smart View, think-cell, pivot tables, cube member formulas, and advanced formulas.
- Built a Microsoft Forms / Power Automate / SharePoint workflow for Management Unit hierarchy update requests.
- Refactored a quarterly external-reporting workbook with VBA, reducing preparation time from 30+ minutes to about 30 seconds.

Billing Team Lead / Process Improvement Specialist

Aug 2019 – Oct 2024

QBE North America • Madison / Sun Prairie, WI

- Managed process improvement intake, documentation, workflow support, automation, KPI tracking, stakeholder coordination, and change support across multiple operations teams.
- Built web forms, Excel tools, VBA automations, and local HTML/CSS/JavaScript tools to reduce manual work and improve process efficiency.
- Managed a SharePoint-based Process Optimization and Change Management Portal used across billing, collections, claims administration, accounts payable, property, operations, and procurement teams.
- Automated more than 60% of manual billing processes, contributing to average annual savings of 3.7 FTE and approximately \$150,000 yearly.
- Supported offshore transition efforts that reduced costs by at least 20% without impacting service quality.

Claims Support Representative

Aug 2017 – Aug 2019

QBE North America • Madison / Sun Prairie, WI

- Supported claims payment administration, invoice reconciliation, payment issuance and voids, returned and uncashed check follow-up, queue management, and claims-related system support.
- Built a bulk payment reconciliation tool and configured a secure SharePoint-based platform for financial information sharing with an external contractor.
- Achieved 100% SLA compliance for the first time in two years despite a 10% staff cut; cut bulk payment reconciliation processing time by 60% and saved 80+ hours monthly.

Education

Associate of Science, IT Web Software Development

Madison Area Technical College • Madison, WI

Coursework completed Fall 2024 • GPA: 4.0

Relevant Coursework: JavaScript, Advanced JavaScript, Website Development with HTML5, Advanced Website Development, PHP with MySQL, Advanced PHP and MySQL Web Development, SQL Database Programming, Java, Advanced Java, UI/UX for Developers, Agile Practices, IT Security Awareness, and Foundations of Software Quality.

Certification: Software Quality Fundamentals, Madison Area Technical College.