

# NICK NICHOLAS

35 Village Green Circle, Jackson, MS 39211

thenick@bellsouth.net

601-750-1533

## SKILLS SUMMARY

Executive Management. Privacy and Security Management. Operations Management. Project Management. Law Office Automation. Systems Analysis. Quality Assurance and Software Testing. Process Engineering and Design. Administration. Budget Administration. Strategic Planning. Marketing. Communications and Public Relations. Government Relations and External Affairs. Technical Writing and Editing. Written Communications. Oral Communications. Training. Sales. Presentation Skills. Strong Interpersonal Skills.

Networking, Internetworking, Systems Administration, Website Design and Administration, TCP/IP, HTML, Windows 2000/NT, Windows 98/95/XP, Mac OS, UNIX (Solaris 8, OpenBSD), Linux, Personal Computer Hardware and Software Operation, Maintenance and Repair. Sun Certified Systems Administrator; Sun Hardware Maintenance and Repair (E450, Ultra 10). Microsoft Applications: Word, Excel, Outlook, PowerPoint, Project, Access, FrontPage, Publisher, Visual Basic, Visio, Internet Explorer. Other Applications: WordPerfect, Vantive, FileMaker Pro, Electronic mail, Netscape Navigator and Communicator, Dreamweaver, Kana CMS, Emacs, PGP, Summation, CompareRite.

## EXPERIENCE

### **Forman Perry Watkins Krutz & Tardy, Jackson, Mississippi Paralegal, 2003 to present**

Project leader for managing lawsuits. Assist counsel in defense of mass tort litigation. Develop, organize and manage databases. Draft and compose legal documents and correspondence. Conduct legal and factual research.

### **Return Path Inc., San Francisco, California/New York, New York Chief Privacy Officer, 2000 to 2002**

Oversaw all ongoing activities related to the development, implementation, maintenance of, and adherence to policies and procedures governing the privacy, security, confidentiality and quality of consumer information. Reviewed and updated business operations to champion privacy and fair information practices. Developed and managed knowledge transfer programs to increase the awareness and appreciation of privacy issues throughout the company. Established and administered process for receiving, documenting, tracking, investigating and taking action on all complaints concerning the company's privacy policies. Monitored legislative and regulatory environment and drove the development of company positions on issues related to privacy. Served as representative to various industry coalitions and as a liaison to opinion leaders in the areas of electronic commerce, privacy, and consumer issues.

### **Mail Abuse Prevention System LLC, Redwood City, California Executive Director, 1999 to 2000**

Chief operating officer and senior executive officer of quasi-nonprofit organization providing education, tools and resources for controlling electronic mail abuse. Drafted and implemented business plan. Recruited, hired, trained and supervised professional and volunteer staff. Developed and monitored budgets. Defined and monitored goals and timelines. Conducted market research and analysis. Managed public relations, including all media contacts, governmental relations and liaison with external groups. Responsible for strategic and long-range planning. Fundraising.

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## **SBC Internet Services, San Francisco, California Regional Policy Manager, 1996 to 1999**

Managed all facets of SBC Internet Service's activities related to enforcement of and compliance with Acceptable Use Policy and terms and conditions by dialup and dedicated customers, interfaced with law enforcement officials, and handled network abuse and security issues. Designed, developed, implemented and managed processes, procedures, standards and tools to enable the effective and efficient performance of first tier Policy Management functions. Established department work flow and methodologies, decision-making, and strategic processes, tracking and reporting systems, and performance analysis. Recruited, hired, trained and supervised department staff. Responsible for managing a budget which included capital and expense items.

Participated in SBCIS corporate planning and steering committees and product teams; interacted with legal counsel and other company teams on Policy Management issues. Acted as liaison to other ISPs, online service providers and backbone providers. Maintained Banned Domains and Banned Users lists. Acted as spokesperson for SBC's Safety 'Net program which involved representing the company to the media, making presentations to public groups, and creating and maintaining web pages.

## **Pacific Bell Internet Services, San Francisco, California Technical Analyst, 1996**

Provided first and second tier level technical support to PBI dialup customers with widely varying levels of expertise. Isolated, identified and defined problems, a process requiring detailed knowledge of personal computer hardware, operating systems and application software, combined with the interpersonal skills for questioning and guiding the customer. Researched, analyzed and evaluated solutions. Recommended resolution and assisted customer in its implementation. Resolved billing issues. Educated customers on use of Internet and software distributed by PBI.

SPOC (Single Point of Contact) for weekend graveyard shift: handled escalations from other Technical Analysts, acted as liaison with other PBI teams, and initiated response to network problems. Advanced certification in ISDN and Macintosh. Conducted quality assurance and software applications testing. Contributed numerous technical bulletins, procedural bulletins, job aids and other materials to the TechCenter knowledge base. Trained and mentored Technical Analysts.

## **McKenna & Cuneo, San Francisco, California Information Services, 1994-1995**

Responded to Help Desk calls and provided technical support. Assisted supervisor with network administration. Created and revised documents using Word; spreadsheets and charts using Excel; presentations and graphic materials using PowerPoint; and databases using Summation. Scanned and processed text and graphics.

## **University of Washington, Seattle, Washington Chair, Board of Student Publications, 1990-1992**

Chief executive officer of committee charged with administrative and financial oversight of student publications at the University of Washington, which included a daily newspaper, the yearbook, and the annual campus directory. Supervised preparation and implementation of operating and capital budgets. Significant events during my tenure included overseeing conversion to completely digital pressroom and serving as chair of the search committee for the retiring publisher's replacement.

**Gordon Hurwitz Butowsky Weitzen Shalov & Wein, New York, New York  
Legal Assistant Supervisor, 1986-1987**

Hired, supervised and trained staff of seven corporate legal assistants. Developed processes and tools. Researched and wrote proposal for acquisition of computer hardware and software.

**Baker & McKenzie, New York, New York  
Legal Assistant, 1985**

Project manager for transaction closings and regulatory compliance. Conducted due diligence reviews. Drafted legal documents. Conducted legal research and analysis. Trainer

**White & Case, New York, New York  
Legal Assistant, 1984-1985**

Project manager for transaction closings, regulatory compliance, and bankruptcy administration. Conducted due diligence reviews. Drafted legal documents. Conducted legal research and analysis. Trainer.

**Saxon Industries, Inc., New York, New York  
Legal Assistant, 1981-1984**

Project manager for transaction closings, regulatory compliance, bankruptcy administration and shareholder relations. Assisted counsel in defense and prosecution of litigation. Conducted due diligence reviews and internal investigations. Drafted legal documents. Conducted legal research and analysis. Supervised real estate administration. Administered stock option plans.

**EDUCATION**

University of California  
Berkeley, California (1992)  
Late Modern European History

University of Washington  
Seattle, Washington (1989-1992)  
Comparative History of Ideas

Institute for Paralegal Training  
Philadelphia, Pennsylvania (1981)  
Business Law and Corporate Finance

University of Leeds  
Leeds, England (1978-1979)  
17th and 18th Century English Literature

Vanderbilt University  
Nashville, Tennessee (1976-1980)  
Molecular Biology, English Literature

**PUBLICATIONS**

“Discussions in the Privacy Debate” in *Permission E-mail Marketing: Insights from Industry Leaders*. Council for Responsible E-mail, New York: 2001.

**SPECIALIZED TRAINING**

Summation Basics (Litigators Support, 2003)  
Solaris Fast Track I System Administration (Sun, 2002)  
Solving the Management Problems of the Technical  
Professional in a Leadership Role (SkillPath, 1988)  
QSS Coaching (Learning International, 1998)  
Quality Service Skills (Learning International, 1998)  
RADIUS (Ascend Communications, 1997)  
MAX/Pipeline (Ascend Communications, 1997)  
ISDN (Pacific Bell Internet Services, 1996)  
Macintosh (Pacific Bell Internet Services, 1996)  
Mentoring (Pacific Bell Internet Services, 1996)  
Delivering Premium Customer Service (Kasette, 1996)  
Management Techniques for Paralegal Managers  
(Institute for Paralegal Training, 1987)  
Securities Filings (Practicing Law Institute, 1984)  
Basic Bankruptcy (Practicing Law Institute, 1983)  
Antitrust Law (Practicing Law Institute, 1982)