Nicholas J. Balogh

<nick@nick-mail.net>

My work experience is focused in the fields of information technology, computer networking, network design/architecture, and broadcast engineering, with additional interest in public policy and objective analysis of pending legislation, the U.S. legal system, and related topics. In May 2011, I completed my Bachelor of Arts degree with an emphasis in Interdisciplinary Studies at the University of Missouri.

<u>Experience</u>

Principal Batching Clerk/Data Transcriber (GS-4), Military Operations Branch, National Personnel Records Center, National Archives and Records Administration; St. Louis, Missouri—August 2016–present

Performed data entry on over 101,676 individual requests for military records from service-members and families, Members of Congress, other governmental agencies, the media, and the general public, at the nation's central repository for military service records. Served as the initial point-of-contact for inbound requests (fax, mail, and courier), triaging them by urgency, and batching them into distributable bundles for the Data Entry Section.

Became a subject matter expert in high-speed digital scanning equipment and software, high-traffic telefacsimile (fax) devices, and various other information technologies subsequently adopted by the government. Spearheaded a novel remote data entry system which digitized hundreds of thousands of scanned request image files of records requests in the midst of a global pandemic, and personally digitally imaged over 107,919 additional requests to that end. Continually took prompt actions to prevent minor maintenance problems from becoming major concerns, and developed a strong working rapport with stakeholders to solve novel technological issues, for the betterment of the agency's processes and to better serve the public interest.

Network Operations Center (NOC) Technician, Contegix LLC; St. Louis, Missouri—June 2015–February 2016

I assisted in monitoring over a thousand managed Linux and Windows systems and other networked devices via Uchiwa and Nagios, and also responded to customer questions and problem reports via phone and by tickets through the Übersmith ticketing system. I escalated deeper issues to engineers on staff, such as time-sensitive outages, in a fast-paced environment.

Assistant to the President and CEO, Rural Policy Research Institute, University of Missouri; Columbia, Missouri—August 2007–August 2014

Here I assisted RUPRI's President and CEO Charles W. Fluharty in working on public policy analysis involving, among others, research relating to rural people and places for the U.S. House of Representatives, Congress, and the Executive Branch, as well as international public, private, and philanthropic organizations. This position entailed taking extensive "real-time" dictation and typ-

ing verbatim e-mails, PowerPoint presentations, and memoranda.

Technical Support Specialist, Email and Collaboration Services, IBM Global Technology Services; Columbia, Missouri—September 2011–April 2012

I was part of a team responsible for supporting a client with a massive I.T. infrastructure comprised of approximately >100,000 Lotus Notes e-mail users. I worked on higher-tier administrative requests such as user name changes, group mailbox creation, database replication, and server monitoring. Further, as part of my job, I collaborated on "lean" methodologies, as well as Six Sigma quality control processes.

Director of Programming, MUTV; Columbia, Missouri—September 2007–June 2009
Chief Information Officer (CIO), MUTV; Columbia, Missouri—June 2009–August 2011

This volunteer position involved extensive planning, execution, and coordination of the proper technical operation of a student-run television station broadcasting 24-7-365. I was responsible for installation, maintenance, and end user support for the following equipment and software, including non-linear video editors (Avid Xpress Pro, Final Cut Pro); visual effects/post-production; desktop publishing; and web design, among others.

Laboratory Research Assistant, Assisting the Laboratory of Prof. John Kerns, MU Department of Psychology; Columbia, Missouri—August 2008–May 2009

Laboratory Research Assistant, Alcohol Cognitions Laboratory, MU Department of Psychology; Columbia, Missouri—August–December 2007

Technical Consultant, Journalism Network (JNET) "Help Desk," Missouri School of Journalism; Columbia, Missouri—May 2007–August 2007

Broadcast Video Equipment Technician, Missouri School of Journalism; Columbia, Missouri—August 2006–August 2007

Elementary School Teaching Assistant, Craig Elementary School, Parkway School District; St. Louis County, Missouri—2000–2006 (summers only, excluding 2005)

Education

University of Missouri, Columbia, Missouri—**Bachelor of Arts in Interdisciplinary Studies,** College of Arts and Sciences, Class of 2011

Parkway North High School, St. Louis County, Missouri—Class of 2006

Recognition

Archivist's Outstanding Achievement Award "for your ground-breaking work to eliminate the backlog of incoming mail on the Mail Data Entry Scanning Project," Twenty-Second Annual Archivist's Achievement Awards, NARA—May 4, 2022

Archivist's Outstanding Achievement Award "for maximizing our value to the nation and building our future through our people, the members of the Remote Servicing Workgroup and early adopters epitomized NARA's Core Values of Collaborate, Innovate, and Learn," Twenty-First Annual Archivist's Achievement Awards, NARA—May 5, 2021

Finalist, Excellence in Government Awards Program, Greater Saint Louis Federal Executive Board —May 9, 2019

Appointed to the Honorable Order of Kentucky Colonels, Governor Steven L. Beshear—February 14, 2014

Undergraduate Research Ambassador, MU Office of Undergraduate Research, Christopher S. Bond Life Sciences Center—2010-2011 (approximately)

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