NICHOLAS JUNGMARKER

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SUMMARY

Data and systems professional with an M.S. in Software Engineering who brings new tools into everyday operations. 4+ years connecting CRM, marketing, and data platforms for a national advocacy organization. Gathers requirements from non-technical teams, turns them into documented, testable logic, and coordinates vendors and internal teams through rollout. Built an AI CRM with an MCP server and Claude copilot for my real estate business, with human approval on every AI action. Fluent in Spanish.

SKILLS

AI & Automation: Claude API, MCP servers, AI-assisted drafting with review and approval, scheduled jobs (Vercel Cron), REST APIs, Airtable API, TypeScript, Next.js, React, Git/GitHub

CRM & Platforms: Salesforce NPSP, EveryAction/VAN, Adestra, ThruText, Mobilize, Catalist

Data: SQL, Snowflake, data modeling, identity resolution and deduplication, data quality and validation, segmentation, metric definitions, Python

BI & Analytics: Hex, Tableau, cohort and engagement analytics, source-system reconciliation

PROJECTS

AI CRM and Marketing Apps for My Real Estate Business (jungmarker.com) | 2026

- Built an AI CRM with a Claude copilot, relationship memory that cites its sources, and an MCP server for Claude Desktop and Claude Code. AI writes are proposals that run only after approval, with per-agent data scoping and an audit log.
- Claude reads ratified contracts and extracts parties, price, and eight deadlines for review; a daily agent drafts follow-ups and Drip drafts marketing emails, and nothing sends without approval. TypeScript, React, Postgres; 26 test suites.

EXPERIENCE

Environmental Defense Fund / EDF Action | *Data Manager* | Mar 2022 – Present

- Turn requests from fundraising, digital, and organizing teams into documented, testable data criteria, and coordinate with vendors and internal technical teams through delivery.
- Helped move the organization's CRM to EveryAction, including data integration, Snowflake reporting, and data governance across teams.
- Traced a ~44K-person gap between engagement-based membership (~112K) and the CRM's count (~68K) to a disabled Adestra-to-Salesforce sync, quantified the impact, and set priorities for the fix.
- Coordinated identity-resolution QA for a ~1.2M-record deduplication effort, defining primary VAN ID mapping and the checks merge files had to pass.
- Set up ThruText 10DLC texting for an affiliated program, covering opt-in and opt-out handling, privacy policy alignment, and launch readiness.
- Redesigned acquisition engagement metrics in Hex for 185K+ new supporters. The new definitions capture every action after a supporter's first one, surfacing 55K+ follow-up actions. Added multi-select UTM filtering and automatic data loading.

TEKsystems Global Services | *Manager of Operations Support* | Jun 2021 – Mar 2022

- Managed billing operations for a $50M portfolio and met the department's quarterly financial targets.
- Built weekly account and regional performance reports for senior management. Ran team training on data and billing best practices.

TEKsystems Global Services | *Senior Business Operations Associate* | Jul 2019 – Jun 2021

- Managed accounts receivable over $21M, including enterprise accounts such as T-Mobile, and audited billing data against client requirements.

Long & Foster Real Estate | *Licensed Real Estate Agent (MD, DC)* | Present

- Run an independent residential real estate business, including client relationship management, lead intake, and marketing automation.

EDUCATION

University of Maryland Global Campus | *M.S. Information Technology, Software Engineering* | *GPA 3.9* | Apr 2024

University of Maryland, College Park | *B.S. Agricultural and Resource Economics* | *Minor: Global Poverty* | May 2019