

# NATHAN ATCHESON

COMPUTER SOFTWARE &  
HARDWARE SPECIALIST

## PERSONAL PROFILE

Committed & detail-oriented technical support specialist with experience on both the front & back end of the support process. I love the human element of support & strive to keep a base of empathy at the heart of every query that comes my way. After 10 Years, the excitement that every new problem presents & the chase to solve it, has not worn. Seeing the clients face light up with joy and relief is still the best part of my day. Staying positive & calm in the face of adversity is one of my well-tested skills. Experience in supporting both consumer & business clientele. Repair experience ranges from Microsoft account issues to Data Recovery operations with everything in between, no issue too big or small.

## AWARDS & ACHIEVEMENTS

- Apple Master in Geek Squad for 3+ Years
- Certified Network Computer Technician
- Microsoft Certified Desktop Support Technician
- Apple Certified Support Professional

## CONTACT INFORMATION

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## EMPLOYMENT HISTORY

### Advanced Repair Agent

#### Geek Squad (2011 - 2021)

- Identify & execute repair strategies on a hardware & software basis, working on both Apple & Windows machines
- Correspond with clients about on-going repairs, providing on-the-fly solutions to complex & dynamic problems
- Partner with other team members to ensure consistent & accurate documentation of customer requests & repairs

### PlayStation Retail Specialist

#### Advantage Sales & Marketing (2010 - 2011)

- Engage with patrons at retail spaces in order to educate on new & upcoming products giving live demonstrations of new hardware & software
- Maintain expert-level knowledge of PlayStation brand via sanctioned trainings & independent research
- Report inventory & sales data via daily call reports

## PREVIOUS EDUCATION

### Harold Washington College

#### Associate of Arts, April 2014

- President's & Dean's List Recipient
- Focus in Poli-Sci, Philosophy, Journalism & Theater
- Participated in Original Theater Productions

### Flat Rock High School

#### Graduated Class of 2006

- Manager, Camera Operator & Editor of Video Production Team
- CAD Certification
- Multi-Sport Athletic Honors

## SKILLS AND ABILITIES

- Great Communication Skills
- Disassemble & Upgrade components to Desktops/Laptops
- Team-Oriented
- Level 1 Data Recovery
- Knowledge of every iteration of Windows going back to XP
- Familiar with Command Line & PowerShell Scripting
- Able to quickly identify myriad issues
- De-escalate aggravated clients, watching them leave with a smile