Nathan Nieuwsma
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Seeking Opportunities for Career Development

- Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
- Quickly attains proficiency in new technologies and assigned tasks within various environments.
- Self-directed and works well with others
- Proficient in a range of computer systems, languages, tools and testing methodologies.

EXPERIENCE

Xerox Corporation, Redmond - Bellevue, WA
Technical Support Analyst, April 2017 – Current
Configure and certify new Xerox devices to Boeing specifications. Remotely support technicians on high-level issues in the field. Work closely with Boeing staff to test, pilot, and deploy new services to the fleet. Create technical and process documentation for use by other teams. Research and present new technologies for the Boeing environment. I have been team lead on 2 simultaneous deployments involving device firmware and feature updates.

Customer Support: Service Desk, December 2015 - April 2017
Worked with proactive and retroactive problem discovery, ticketing, escalation, and resolution. Effectively monitored Xerox devices at Microsoft throughout North America and created, escalated, and resolved tickets within Xerox and Microsoft proprietary software. Dispatched Tier 2 and 3 technicians, checked in with technicians to ensure SLA was kept. Monitored devices for offline, paper jam, consumable low faults, creating tickets and dispatching technicians as appropriate. Trained incoming employees.

CT Institute, Seattle, WA
Technical Support Specialist, February 2015 – August 2015
Handled technical troubleshooting within an online educational system. Engaged and tracked Priority 1 and 2 issues. Responsible for timely documentation, escalation, resolution, and closure of trouble tickets. Handled general customer support within and outside of technical problems through email and phone. Handled complete setup and maintenance of small office network including computer systems and VOIP phones. Maintained QA across all customer side systems. Through QA reduced trouble ticket frequency from 10 email tickets plus phone calls per day down to 1 email ticket or 1 phone call per 3 days. Maintained better than industry average initial response time on all email tickets. Maintained all customer-facing services to meet and exceed the established SLA.

Apex Systems, Marysville, Washington
Home Theater and Network Install / Best Buy Contract, November 2014 - January 2015
Worked with installing and troubleshooting home theater systems and networks. Visited sites for 2-6 installs/troubleshooting requests/repairs per day. Setup/installed Linksys home networking solutions. Worked with troubleshooting networking issues on Windows 7/8 and Android. Installed TVs 32" to 80" from various manufacturers. Setup basic up to through full 9.1 surround sound systems. Installed/uninstalled network connected home theater projection systems.

American State Bank, Sioux Center, Iowa
Information Technology / Intern, February 2014 - April 2014
Handled technical troubleshooting within an enterprise environment. Engaged and tracked Priority 1 issues. Responsible for the timely documentation, escalation, resolution, and closure of trouble tickets. Participated in the upgrade from Windows XP fat client systems to Windows 7 thin client systems by imaging various Dell desktop models at 4 different branches. Created initial images and prepared specialized machines for deployment. Installed, configured, troubleshot VOIP phones and systems. Ran wiring for new terminals.

EDUCATION

Dordt College, Sioux Center, IA
B.S. in Computer Science: System Administration (completed December 2015)