

Nathan Smith

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SKILLS

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| <ul style="list-style-type: none">• Microsoft Office 365• VOIP Configuration• Jitbit & Spiceworks Ticketing Systems• Windows 7 & 10 Configuration• SolarWinds N-Central Remote Software• Labtech (ConnectWise Automate)• Barracuda Email Security Gateway• ConnectWise Ticketing System• IT Glue Documentation• Mitel Phone System• VPN Configuration (SonicWall Net Extender, Windows 10 VPN, Cisco Duo for AnyConnect)• Cylance | <ul style="list-style-type: none">• Computer Imaging• Active Directory Management• Maas360• Mimecast• Veeam Backup & Replication• Hyper-V Management• VMware ESX• Nextiva Phone Support• Datacenter Management• Exchange Email Management• Firewall Whitelisting• PRTG Network Monitor• Sentinel One• Trend Micro |
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EDUCATION

Unitek College – Concord, CA 11/7/2018

- Information Technology Certificate

EXPERIENCE

Nexustek – Phoenix, AZ 11/19-11/20

Service Desk Engineer

- Provided excellent client support via telephone and e-mail via ConnectWise ticketing system
- Address systems alerts generated by the Company's monitoring systems.

Assist clients in troubleshooting the following server issues:

- Windows Server 2008/2012/2016: Active Directory, DNS, DHCP, etc.
 - Exchange Server 2010/2013/2016/Office 365
 - VMWare ESXi and/or Microsoft Hyper-V
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- Backup and DR
- Common Client/Server Applications including MS Office:
- SonicWall VPN/Firewalls
- Cisco Routers/Switches
- Internet-related problems

Assisted clients in troubleshooting the following workstation, peripheral and mobile device issues:

- Office 365
- Windows 7/10
- Standard and proprietary applications
- Desktop and laptop hardware
- Printers, scanners, fax devices

Team Lead (Management)

- Managed a small team of 6 employees for LiveOps Helpdesk
- Reviewed and corrected weekly ticket time entries
- 1 on 1 bi-weekly meetings with Corporate leadership and employees
- Worked and scheduled ART sessions via Zoom
- Provided excellent client support via telephone and e-mail via ConnectWise ticketing system
- Approved and reviewed ADP timesheets

Nevell Group Inc. – Concord, CA

06/19 – 10/19

IT Support Technician

- Provide Help Desk Support via Jitbit ticketing system
- Configured Mobile support in Maas360
- Support corporate and company meetings via conference room on mobile app Savant
- Manage users, permissions, and policies in Active Directory
- Setup Zoom Meetings

JFK University Externship – Pleasant Hill, CA

09/18 – 10/18

IT Support Technician

- Provided Help Desk Technician Support to JFK Campus via Spiceworks Ticketing System
- Helped maintain and move VOIP Phone lines across the campus
- Updated and installed latest ESET Security Antivirus Software
- Provided (AV) audio and visual support for multiple classrooms and events

Unitek College – Concord, CA

02/18 – 10/18

Federal Work Study – IT Help Desk

- Delivered troubleshooting solutions for incoming queries and issues related to computer systems, software, and hardware
- Provided support to queries in person, over the phone, or by email in a timely manner
- Installed, modified, and repaired computer hardware and software
- Performed Office 365 installations and upgrades
- Ensured computers were kept up to date with the latest anti-virus program