

Nathan Connolly

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PROFESSIONAL PROFILE

Meets tight deadlines and delivers superior performance. Proactive in implementing updates and solutions with minimal downtime and adept at troubleshooting technical issues resulting in quick solutions. Applies analytical skills to resolve uncertainty and provides leadership with necessary. Utilizes strong written and verbal communication skills. Operates with a strong sense of urgency, professionalism and thrives in a fast pace environment.

EDUCATION

Western Governors University, Salt Lake City, UT

04/2019 – 6/2021

Bachelor of Science, Cybersecurity and Information Assurance

Studies focused: IT foundations, Network Infrastructure Design and Security, Cybersecurity Principles, Software Design Principles, Hardware Security Principles

Courses included: IT Project Management, IT Applications, Systems Security, Emerging Technologies, Data Forensics, Cloud Foundations, Business of IT, Web Security, and Cloud Security

INFORMATION TECHNOLOGY COMPETENCIES

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| <ul style="list-style-type: none">• Windows PC Operating Systems (XP, Vista, 7/8/10)• Software: Office 365 Suite, EnCase Forensics, Nmap, Wireshark• Mobile Device Troubleshooting• Technical Troubleshooting• Information Security• MITRE ATT&CK Framework | <ul style="list-style-type: none">• Mac OS• Network Security• Outstanding Customer Service• Networking: WAN, LAN, IP. VPN• Basic Knowledge of Active Directory• Hardware Configurations• Web Applications Support |
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CERTIFICATIONS

CompTIA A+ Certified (2020), CompTIA Network+ Certified (2020), CompTIA Security+ Certified (2021), CompTIA Cybersecurity Analyst Certified (2021), CompTIA Project+ Certified (2020), ITIL Foundation Certified (2020), ISC2 Associate SSCP Certified (2020), Microsoft Technical Associate (2018)

WORK EXPERIENCE

Minor and James Surgical Specialists, Seattle, WA

03/2017 – Present

Lead Medical Assistant/Technical Support

Diagnosed and provided root cause analysis for network printing and application installation troubleshooting

Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues.

Researched, responded to, and resolved escalated issues/problems with user applications and workstation hardware

Provided essential end-user support assisting coworkers with software setup, hardware setup, settings, and configurations

Acted as a single point-of-contact for managing telecommunications, data networking, and other technology services from installation to maintenance

Efficiently resolved complex issues, including system crashes, decreased network performance, and connectivity problems with minimal network downtime.

Experienced in communicating complex technical information in an easily, understood format to a diverse customer base

The Polyclinic Madison Center Seattle, WA

May 2016 – March 2017

Medical Assistant Orthopedics

Demonstrated the ability to motivate and lead a healthcare team always to provide outstanding patient care

Conducted triage to determine the urgency of bone-related illness and provided proper treatments as necessary

Actively participated in developing and implementing individual treatment plans for patients with moderate to severe bone-related disorders.

Referred patients to various home health agencies and skilled nursing facilities to ensure proper treatments were effectively implemented during the post-operative phase of surgical recovery

Managed the treatment plans for patients for bone-related injuries such as various fractures, osteoarthritis, degenerative joint diseases, and severe trauma that required constant monitoring.

Reviewed prescribed procedures with a surgical candidate such as bone grafting, bone healing stimulation, and total joint replacements when surgery became necessary.

Consulted with lead physical therapist to implement bone and muscle strengthening programs that achieve occupational therapy goals and prevents future injury.

Assisted physician with post-operative procedures, such as staple removal, applying splints to problem areas, applying durable medical equipment, and bandage changes.