Nathan Salsbury

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Technical Support Engineer with wide-ranging experience in providing remote and on-site support for hardware and software installation, configuration, and maintenance. Capable of troubleshooting highly technical issues while demonstrating exceptional customer service. Verifiable background in development and delivery of training and product documentation for internal and external customers.

# **CORE COMPETENCIES**

• Windows installation and maintenance • Networking • System Imaging • Remote and on-site technical support • Medical devices • Proactive problem solver with the ability to manage multiple issues simultaneously • CRM tools, including Salesforce and SAP • Experience working in high-stress environments

# **CERTIFICATIONS**

* CompTIA A+ Certified Career ID COMP001007144140

**PROFESSIONAL EXPERIENCE**

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## *Senior Product Support Engineer – Healthcare*, Barco, Inc., Beaverton, OR

April 2018 - August 2020

Medical Imaging Product Support Engineer with frequent travel covering 7 states, which included on-site support for sales staff during product demonstrations.

* Built rapport and maintained strong customer relationships via on-site and remote interaction that resulted in an increase of customer utilization of Barco quality assurance and workflow tools.
* Installed and configured Barco Medical displays, graphics boards, and quality assurance software. Worked closely with customers to develop site specific QA and maintenance schedules. Provided proactive follow-up to address issues quickly and maintain customer satisfaction.
* Provided on-site and remote technical support for company products, Windows 7/8/10, networking, and 3rd party hardware and applications where required.
* Developed and provided training on company hardware and software for internal and external customers.
* Provided product demonstrations and specifications to hospital support staff and physicians during numerous trade shows. Set up and tore down exhibits and assisted sales staff as needed.

## *Escalation Customer Support Engineer,* Barco, Inc., Beaverton, OR

July 2008 - April 2018

Provided Tier 2 technical support for helpdesk team and external customers in the Americas and EMEA for Barco products, all current Windows versions, networking, and 3rd party hardware and applications where required.

* Resolved issues to customer satisfaction by developing an action plan to manage the lifecycle of the issue, and proactively advised the customer on the status of the case.
* Performed product compatibility testing for each new generation of workstations and laptops from Dell, HP, and Lenovo. Verified performance and compatibility with current and legacy Barco hardware and software.
* Developed and provided training and documentation on company hardware and applications for internal customers. Authored Barco ‘knowledge-base’ articles covering product use and known issue workarounds for internal and external use.
* Provided internal IT support to 20+ QA and engineering staff, which included developing and installing standard system images on laptops and workstations, troubleshooting hardware, operating systems, networking, and application issues.
* Maintained 3rd Party application servers hosted on various VMWare platforms for product compatibility testing.

# **EDUCATION**

## *Bachelor of Science Degree in Computer Science,* Washington State University, Pullman, WA

Coursework in Computer Science with a focus on Hardware Engineering.

## *AAS,* Columbia Basin College Pasco, WA

Focus Area: Pre-Computer Science curriculum.