

**Nathan Reymer**  
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## Professional Overview

Talented Computer User Support Specialist with a knack for finding solutions quickly and exceeding customer expectations. Seeking to bring four years of experience resolving complex software and hardware issues to a fast passed tech environment.

## Skills

Microsoft Office Expert  
Knowledge of AD, Novell, and Encryption Software  
Proficient with Blackberry software, BES  
Familiar with all Apple products  
Well versed with Windows, and Linux  
Strong ActiveX troubleshooting skills  
Mask fit and WHIMIS certified

Proficient in multiple Operating Systems  
Coursework includes Computer Programming  
Deep Troubleshooting knowledge  
Patient and diligent  
Exceptional telephone etiquette  
Vast technical knowledge  
Knowledge of all mobile platforms

## Work Experience

- |                                   |   |
|-----------------------------------|---|
| June 2010<br>To<br>September 2014 | <b>St. Thomas Elgin General Hospital</b><br>Help Desk Technician <ul style="list-style-type: none"><li>• Install and perform repairs to hardware, software, or peripheral equipment, following design or installation specifications</li><li>• Answer phone calls and troubleshoot users encountering problems</li><li>• Set up, Reset, Assign rights, Administer groups to users Active Directory and Novell</li><li>• Create and maintain Zenworks images</li></ul> |
| August 2011<br>To<br>May 2012     | <b>County of Elgin</b><br>Junior Network Technician <ul style="list-style-type: none"><li>• Act as a first line support for users relating to IT equipment, software, or the network</li><li>• Identify and analyze recurring incidents to stabilize environment</li><li>• Handling IT equipment (Pc, Servers, Smartphones)</li></ul>   |

## Education

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|------------------|---|
| December<br>2016 | <b>University of Guelph</b> <ul style="list-style-type: none"><li>• Undergrad Bachelor of Computing currently in my fourth year of the Software Engineering Program</li><li>• Coursework in Distributed Computing, Networks and Databases</li><li>• Coursework in Software Engineering and Hardware Systems</li></ul> |
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