

Nasreddine A. Tber

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www.nastber.com

EDUCATION

B.S in Information Technology

May 2022

Minor in Business Administration

University of New Hampshire

Durham, NH

PROJECTS

- Created a personal website hosted on AWS – nastber.com
 - Created using S3, Lambda, DynamoDB, GitHub Actions, Terraform, and CloudFront

SKILLS

- Familiarity with various programming concepts and languages such as JavaScript, Python, and SQL
- Strong analytical and problem-solving skills with the ability to adapt quickly
- Quick learner with a passion for IT and a willingness to explore new concepts

EXPERIENCE

IT Support Technician

September 2023 – Present

EnterpriseDB

Bedford, MA

- Provide front-line IT support to end users with great customer service
- Mac/Windows support in a Google Workspace environment for over 800 users
- Automated onboarding processes using JavaScript and Google Forms
- Experience using Jira Automation to automate ticket routing
- Created internal documentation and training videos for users
- Experience in administering Okta, Atlassian, and VMware Workspace One

Systems Administrator

October 2022 – June 2023

Walker Sands

Boston, MA

- Mac systems administrator in a Google Workspace environment for 300 users
- Experience using Mosyle MDM and NinjaRMM
- Solved network issues in a Cisco Meraki environment
- Configured Palo Alto and SonicWall firewalls
- Wrote all technical documentation for the IT department

Systems Administrator/Team Lead

November 2017 – November 2023

New Hampshire Army National Guard

Manchester, NH

- Operated as a System Administrator while supporting US Border Patrol in 2020
- Managed 150 users in the Army Training & Certification Tracking System, ensuring they were compliant with US Army standards
- Provided desktop support to ~500 users in various locations
- Assisted with planning Internet connectivity design inside the tactical operation center
- Assisted in decision making for solutions to connectivity issues in remote areas

IT Intern

September 2018 - January 2020

Elbit Systems of America

Merrimack, NH

- Assisted level 2 helpdesk team in various areas, such as imaging computers and responding to tickets
- Provided excellent customer service to employees via email, on the phone, and in person
- Took charge of new hires and made sure each desk space and computer were prepared for the first day
- Assisted in the transition from Windows 7 to Windows 10 throughout 2018
- Performed hardware repairs on both laptops and desktops