

# NATHAN DOUANGKESONE

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## **OBJECTIVE**

To leverage my background in computer engineering, IT support expertise, and hands-on experience in troubleshooting and process management to contribute to manufacturing excellence and innovation.

## **EMPLOYMENT EXPERIENCE / HISTORY**

- Walmart, Customer service & Asset protection, 7/2019 – Present
  - Customers Support
  - Verify Customers of suspicious products.

## **CERTIFICATIONS**

- Google IT Support Professional Certificate (February, 2022)
  - Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs. (February, 2022)

## **EDUCATION**

- Associate Degree of Computer Technology, Midlands Technical College, (Spring, 2023)
- Bachelor's degree in computer engineering University of South Carolina (Spring, 2026)
- Google IT Support Professional Certificate [February, 2022]
- GPA: 3.3

## **SKILLS**

- |  |                                   |
|--|-----------------------------------|
| • Basic computer architecture            | • Computer networking             |
| • Troubleshooting                        | • VPNs and proxies                |
| • Operating systems (Windows, Linux)     | • Package and software management |
| • Remote connection and virtual machines | Process management                |