# Nathan Heim

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## Target: Software Engineer Intern

Degree seeking software engineer major with intent to seek employment in software engineering, with years of experience with technical support teams. Excellent problem solver with experience in coming up with innovative solutions to issues.  Passionate for machine learning, cybersecurity, front and backend development along with learning everything that they all entail. Willingness to learn what is taught, and eager  for new information.

| Customer Service | Self-Motivated | Fast Learner | Learning Programming |
|---|---|---|---|
| Team Player | Machine Learning Fan | Problem Solver | Great Multi-tasker |

## Education

University of Montana: *Expected May 2026*  **Bachelor of Science (B.S) – Computer Science**
 • **Concentration: Software Engineering**

## Relevant Experience

**PartnerHero** *Sep 2020 - Aug 2021* 250 S 5th St, Boise, ID 83702 **Etsy Support Hero**

-Worked efficiently to answer emails in a timely manner for customers having issues with their finances. Researched into issues they were experiencing, and provided solutions, as well as answers to their questions in a personable, as well as polite manner.

**AT&T** *Sep 2018- Feb 2020*  4900 Technology Ct, Missoula MT 59808 **TSR/TCS**

 **-**Worked efficiently with customers to resolve their technical problems that was being experienced, worked on handling the calls not only efficiently but also making the customer happy with the solution thus making them want to continue business us

**Conduent** *Feb 2018- Jun 2018* 2822 General Hudnell Dr, San Antonio, TX 78226 **CSR**

-Handled inbound calls from customers pertaining to their accounts for benefits, helped order for customers when needed, as well as documented every account properly for each call. Looked up local POC for the customers when they requested a face to face meeting with somebody.


**Conduit Global** *Mar 2014 -Sep 2014*  6010 Exchange Pkwy, San Antonio, TX 78238 **TSR/WCR**

-Worked efficiently with customers to resolve any issues or concerns that arose
-Assisted team with any help needed with their problems thus helping improve their statistics with the company
-With my expert handling in customer care brought more customers around to better view our company