Nathan Carpenter

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Summary

With four years of customer-facing roles and two years of networking experience, I am a perfect hire as a network administrator. My drive to learn and ample skillset makes me poised to face any challenge. When I am not working, I further my knowledge in tech with projects; gathering hands-on, vital experience required of a professional.

Experience

Self Employed

Network Technician, Kennedy, NY
11/2022 - Present

- Designed and applied custom home network solutions for clients, ensuring optimal performance and security.
- Installed and configured routers, switches, WAPs, and firewalls to create reliable and efficient networks.
- Diagnosed and resolved connectivity problems, slow network performance, and security vulnerabilities.
- Educated clients on best practices for network maintenance and security, providing ongoing support
- Built strong client relationships through excellent communication and customer service skills. as needed.

Shurfine

Shift Manager, Kennedy, NY
08/2018 - 11/2022

- Successfully restored and optimized gas network system, ensuring seamless operations and uptimes.
- Understood and worked closely with company enterprise hardware (Cisco switches, routers, and WAPs)
- Utilized managerial expertise to significantly enhance operational efficiency and customer satisfaction.
- Made substantial improvements in service delivery, team productivity, and profitability, contributing to overall business growth and success leading to the transformation of the business into a sellable asset.

Skills

Customer service, Virtualization, Network Administration, Windows Server, Active Directory, Linux, Windows, Azure

Education

B.S. | Computer Science

Empire State University, Fredonia, NY
12/2023
Dean's List, Graduated summa cum laude—3.89 GPA

A.S. | Computer Science

Jamestown Community College, Jamestown, NY
05/2022
Dean's List, 3.50 GPA

Certifications

CompTIA A+ (projected completion: July 2024), TestOut Network Pro, TestOut PC Pro