



Nathan Woodburn

Technical Support Specialist

Profile

Technical Support Specialist with expertise in Linux, DNS, and network troubleshooting. Experienced in resolving critical domain and network issues, supporting end-users, and collaborating with engineering teams to ensure stable and secure systems. Skilled in Python automation to streamline repetitive tasks and improve operational efficiency.

Experience

Technical Support Specialist
Namebase - Remote

Oct 2022 - Jun 2025

- Provided technical support for users, focusing on domain setup, configuration, and troubleshooting.
- Worked with engineering teams to report bugs and suggest product improvements.
- Diagnosed complex DNS issues including nameserver propagation and zone file errors.
- Gained hands-on experience with recursive and authoritative DNS, DNSSEC, and decentralized naming.
- Engaged with the community through social platforms and represented Namebase at conferences.

Small Business Owner
Nathan 3D Printing Service

Feb 2020 - Dec 2023

- Operated a custom 3D printing and CAD design business independently.
- Handled client communication, design iteration, and order fulfillment.
- Built end-to-end project management and technical design skills.

Projects

Server Lab
Proxmox, Networking, Linux, DNS

- Maintain a personal physical server running Proxmox hypervisor.
- Host multiple virtual machines across three VLANs with isolated firewalls for enhanced security.
- Provide DNS and recursive resolver hosting services for external users.
- Host a suite of self-hosted services such as Gitea, Authentik, Vaultwarden and Nextcloud.

Personal Website
Python 3, Flask, Docker, CI/CD

- Designed modular web application architecture with Flask blueprints and reusable templates.
- Managed containerized deployment using Docker on a dedicated server, ensuring consistency and scalability.
- Implemented CI/CD pipelines for automated testing, building, and deployment from Git.
- Integrated dynamic content and interactive features while maintaining secure and optimized server operations.

Contact

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Education

Bachelor of Computing
Australian National University
2022 - Present

Discovering Engineering
Australian National University
Years 11 - 12

Completed enrichment program in engineering disciplines, CAD modeling, and design thinking

Home Educated
Self-Directed Learning

Developed passion for technology through independent exploration of programming, system administration, and server management.

Skills

- Python 3
- Git
- Docker Containerization
- DNS
- Linux administration
- Technical troubleshooting