

NATHAN CECH

Lincoln, NE

(402) – 276 – 9379
ncech1110@gmail.com

QUALIFICATIONS

- Knowledge of Microsoft Office, including Word, Excel, and PowerPoint
- 1 year of web development experience
- 4 years of customer service experience over phone and email.
- Knowledge of C#, Java, HTML, CSS and JavaScript
- Proficient in diagnosing and resolving common network connectivity problems, application errors, and system crashes, ensuring prompt and reliable solutions.
- Knowledge working with Windows server and Azure environments

EDUCATION

High School Diploma

Columbus High School, Columbus, NE

Graduated January 2018

Associate of Applied Science

Application Development
Northeast Community College, Norfolk, NE

Graduated May 2020

EMPLOYMENT

Remote Systems Engineer I | Bizco Technologies

Lincoln, Nebraska

Apr. 2022 – Current

- Provide remote technical support over phone and email
- Basic troubleshooting issues on client machine or servers
- Set up and update machines for client use
- Proactively keep up with updating clients on tickets
- Update and add documentation with information regarding client environments
- Work closely with other engineers to resolve complex issues in a timely manner

Software Support Rep. | Software Technology

Lincoln, Nebraska

Nov. 2020 – Mar. 2022

- Provided technical support for Tabs3 and PracticeMaster to clients over the phone
- Troubleshoot technical questions and engage in problem resolution
- Obtained client feedback and provide input to improve client satisfaction
- Maintained accurate, thorough call records in Software Technology's call tracking system
- Suggested updates to documentation and additions to software
- Maintained and track issues in a ticketing system

Customer Service Rep. | Northeast Community College

Norfolk, Nebraska

Aug. 2019 – Aug. 2020

- Was Responsible for making HTML changes to Northeast website
- Collaborated with web development team
- Assisted in the creation of the website redesign
- Corrected website typos, broken links
- Worked with internal clients to make changes to the website

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REFERENCES

Nick Warren
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