

# Nathan Tinstman

**Seasoned retail leader with a strong background in operations and training, now pursuing cybersecurity with advanced IT credentials.**

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Versatile Retail Management Expert with a history of successful store launches and service excellence, skilled in district operations and sales for top firms, and advancing in IT with a cybersecurity degree and technical certifications.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Retail Store Manager**

T-Mobile-Saint Clairsville, OH

January 2024 to Present

- Proven success in launching new retail stores, opening two locations within 45 days.
- Skilled in team building, recruiting and training staff to meet sales goals swiftly.
- Exceptional leadership, fostering a culture of high performance and surpassing business targets.

### **In-Store Repair Supervisor | Protech Support Specialist**

Asurion-Pittsburgh, PA

March 2020 to October 2023

- Led a team of technicians for Samsung and Apple phone repairs at AT&T stores.
- Trained staff to achieve a 95% successful repair rate and near-perfect customer satisfaction.
- Recognized for leadership and technical proficiency in delivering service excellence.
- Expert in web messaging support, providing thorough account and technical assistance.
- Efficiently resolves inquiries, fostering customer satisfaction and loyalty.
- Adept in troubleshooting, upholding high service standards in dynamic settings.

### **District Training Manager**

Market Connect Group-Pittsburgh, PA

July 2019 to December 2019

- Strategically supported third-party labor for Comcast, enhancing sales performance.
- Expertly trained sellers in Xfinity Home products, with a focus on Automation and Security.
- Key contributor to performance metrics, aiding the growth of the product division.
- Adapted to program cancellation by Comcast in December 2019, demonstrating flexibility.

## **District Manager**

Mobilelink - Cricket Wireless AR-Pittsburgh, PA

January 2019 to June 2019

- Managed operations at six Cricket Authorized Retail locations, overseeing staffing and team development.
- Excelled in training, enhancing both sales and management team capabilities.
- Implemented marketing strategies, driving performance metrics and achieving business goals.
- Departed in June 2019 due to health reasons, after a record of significant contributions.

## **National Account Manager (Feb 2017 - Feb 2018) Territory Account Manager (Mar 2018 - May 2018) Market Manager (May 2018 - Jan 2019)**

The Revenue Optimization Companies (T-ROC)-Pittsburgh, PA

February 2017 to January 2019

- Directed operations across multiple retail locations, leading teams to excel in sales and customer service for high-profile clients like AT&T, DIRECTV, and Cricket.
- Launched strategic initiatives to recruit, train, and develop top-performing sales and management teams, enhancing brand presence in national retailers such as Best Buy, Walmart, Apple, Costco, Sam's Club, and Target.
- Fostered strong relationships with host store management, ensuring seamless integration of operations and marketing efforts, and consistently achieving key performance metrics.
- Spearheaded brand growth and market share expansion through effective team support, product knowledge dissemination, and competitive intelligence gathering.
- Managed comprehensive responsibilities including staffing, scheduling, expense reporting, and operational oversight, contributing to a 95% successful repair rate and near-perfect customer satisfaction.

## **Market Mobility Manager**

RadioShack / General Wireless Operations-Pittsburgh, PA

November 2016 to February 2017

- Managed sales and operations across 15 stores, achieving strong sales and performance.
- Directed staffing, recruiting, and training, maintaining high operational standards.
- Handled inventory and merchandising, ensuring consistent brand presentation.
- Led a successful market transition to Radio Shack, demonstrating adaptability and foresight.

## **Market Manager**

The Revenue Optimization Companies (T-ROC)-Pittsburgh, PA

November 2015 to November 2016

- Led the Sprint@RadioShack program across 16 stores, enhancing training, staffing, and store performance.
- Managed expenses and operations, crucial to market expansion and strategic store decisions.
- Transformed an underperforming market into a top-three performer in just 60 days.
- Navigated program transition to RadioShack management, showcasing adaptability.

## Education

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### **B.S. Cybersecurity and Information Assurance in Information Security**

Western Governors University - Salt Lake City, UT

June 2024 to Present

### **High school diploma**

Alameda High School - Lakewood, CO

August 1998 to May 2002

## Skills

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- Information Security
- Network Security
- Linux
- DNS
- Network Support
- LAN
- Active Directory
- Network Firewalls
- Microsoft Windows
- TCP/IP
- Operating Systems
- Disaster Recovery
- Mobile Devices
- Help Desk
- Cybersecurity
- Cloud Computing
- Technical Support
- System Administration
- Remote Access Software
- VPN
- Microsoft Windows Server

## Links

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<http://www.tinstman.org>

## Certifications and Licenses

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### **CompTIA Network+**

August 2024 to August 2027

The CompTIA Network+ certification is a vendor-neutral credential that validates the essential knowledge and skills needed to design, configure, manage, and troubleshoot wired and wireless networks. Recognized globally, it covers key networking concepts, network operations, network security, and network troubleshooting. This certification is ideal for professionals aiming to advance their careers in IT infrastructure and cybersecurity, as it demonstrates proficiency in handling diverse networking environments and understanding emerging technologies like cloud and virtualization.

### **CompTIA A+**

July 2024 to August 2027

The CompTIA A+ certification is a foundational IT credential demonstrating proficiency in various technical skills, including hardware, networking, mobile devices, operating systems, and security. It is widely recognized as a key qualification for entry-level IT professionals. Employers value it for its comprehensive coverage of essential IT support tasks and problem-solving skills.

### **CompTIA IT Operations Specialist**

August 2024 to August 2027

The CompTIA IT Operations Specialist (CIOS) certification is a designation that showcases an individual's proficiency in managing and optimizing IT operations. It is awarded to professionals who have successfully earned the CompTIA A+ and Network+ certifications, demonstrating well-rounded networking and IT support skills. This certification is ideal for early-career IT professionals with up to two years of experience, validating their ability to contribute effectively to IT infrastructure roles and enhance business operations.

### **LPI Linux Essentials**

July 2024 to Present

A globally recognized credential that validates foundational knowledge and skills in Linux and open source technologies. The certification covers essential concepts such as hardware, processes, system security, and command-line proficiency. It serves as an introduction to the Linux Professional certification track, demonstrating technical abilities to employers and paving the way for advanced learning and career development.

### **Apple Certified Technician**

March 2020 to March 2023

Certified in the repair of Apple iPhone devices and support for the iOS operating system.