Trevor Nuckles

(435) 668-9004 | trevnuckles@gmail.com | Santa Clara, UT | linkedin.com/in/tnuckles | gitlab.com/trevor_nuckles

PROFESSIONAL PROFILE

Skilled IT professional with a Bachelor of Science in Information Technology and experience in programming, systems management, and team leadership. Proficient in Python, with a solid background in virtualization and network security. Effective at enhancing operational efficiency through automation, reducing processing times, and optimizing resource utilization. Certified in multiple CompTIA areas, including PenTest+, Security+, and Network+, with practical knowledge in IT project management and emerging technologies. Adept at managing customer service teams, implementing productivity tools, improving team operations, and working in HR. Committed to continuous improvement in the professional work space and in the personal workspace with a dedicated personal homelab.

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows PC, Linux, Mac OS, iOS
Languages: Python, SQL, GoLang (learning)
Software: Proxmox, Docker, OPNSense, Mosyle MDM, ClickUp
Proficiencies: OSI 7-Layer Model, Virtual Machines (VMs), Hypervisors, Linux Containers
Personal Development: GoLang (Go Programming Language), Ansible, Terraform

CERTIFICATIONS | https://www.credly.com/users/trevor-nuckles/badges

- CompTIA PenTest+
- CompTIA CySA+
- CompTIA Security+
- Associate of ISC2 (cybersecurity network and cloud best practices)
- CompTIA Network+
- CompTIA A+
- CompTIA Project+
- ITIL 4 IT Management Foundations

EDUCATION

Bachelor of Science in Information Technology, Emphasis in Cybersecurity   June 2024
Western Governors University | Salt Lake City, UT
- Studies focused in IT Foundations, Network Infrastructure Design and Security
- Courses included IT Project Management, Data Management, IT applications, Cloud Foundations, and Emerging Technologies

PROFESSIONAL EXPERIENCE

Python Developer - *basicinvite.com* | Washington, UT   February 2021 - present
Developed, installed, deployed, and maintained Python software for warehouse operations to achieve significant efficiency gains:
- Reduced errors from human involvement through automation from 20% to near-zero.
- Automated order processing by unzipping order directories, parsing JSON files, and manipulating PDFs, reducing average processing time from 4 minutes to 10 seconds, saving over 40 hours of employee time per week.
- Enhanced material usage by keeping a small database of current orders and sorting them according to various factors, reducing wasted material in each printing batch by 75%.
- Methodically organized small orders by PDF size, page numbers per file, and requested material to improve printing order, saving 10 hours of labor weekly.

General Manager and Customer Service Manager - *basicinvite.com* **|** Washington, UT   September 2016 – present
- Introduced productivity tools (ClickUp, Intercom, knowledge base) to optimize team performance.
- Oversaw HR functions, handling requests and complaints.
- Managed macOS devices through MDM Mosyle
- Developed processes for subsidiary, Love vs. Design, handling product implementation and customer feedback.
- Implemented end-to-end warehouse fulfillment procedures.
- Improved employee performance and overall customer satisfaction through feedback training.
- Interviewed, hired, onboarded, and offboarded over 100 employees.