| Zachary Nederveld  I am a motivated Clinical Customer Support Agent seeking an entry-level cybersecurity position to apply my skills in network security, security policy, and organizational risk management. | 720 E Grant St  Hastings, MI 49058  **(517) 974-7309**  [**Zachary.Nederveld@gmail.com**](mailto:Zachary.Nederveld@gmail.com)  [**linkedin.com/zachary-nederveld/**](https://www.linkedin.com/in/zachary-nederveld/) |
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| EXPERIENCEMedRisk, Remote — *Clinical Customer Support*September 2024 - PRESENT  * Streamline data management processes, resolve client issues, and enhance system accuracy. * Implement data-driven solutions for improved client satisfaction. Provide empathetic support to clients, addressing concerns and facilitating smooth data updates. * Foster positive relationships through attentive problem-solving. Meticulously review and update client data, maintaining highest standards of accuracy. * Develop comprehensive documentation for efficient issue resolution.  Conduent, Remote — *Clinical Customer Support*June 2021 - September 2024  * Streamline data management processes, resolve client issues, and enhance system accuracy. * Implement data-driven solutions for improved client satisfaction. Provide empathetic support to clients, addressing concerns and facilitating smooth data updates. * Foster positive relationships through attentive problem-solving. Meticulously review and update client data, maintaining highest standards of accuracy. * Develop comprehensive documentation for efficient issue resolution.  Amazon, Lakeland, FL— *Delivery Associate*Feb 2021 - June 2021 Delivered 200+ packages to multiple customers daily with efficiency and care. EDUCATIONGoogle, Remote — *Cybersecurity Specialization*June 2024 - October 2024 Completed an 8 course cybersecurity certification by Google through Coursera. Waverly Senior High School, Lansing, MI — *General Education*September 2013 - May 2017 Completed my high school general education and received my diploma. | SKILLS  * Programming (SQL, Python) * Network Security * Linux line-command * Security frameworks, controls, design principles  LANGUAGES English |