

NATHAN JAHNKE

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EDUCATION

WGU

BS Software Engineering

Dec 2024

Online

Dunwoody College of Technology

AAS Computer Networking Systems

2008 – 2010

Minneapolis, MN

EXPERIENCE

TSI Incorporated

Desktop Support Technician

Jul 2017 – Present

Shoreview, MN

- Upgraded 1000+ computers to Windows 10 within a tight deadline, resulting in an increase in productivity and a decrease in security vulnerabilities.
- Played a key role in the email migration from on premise mailboxes to office 365 mailboxes, providing support to 1000+ users
- Managed the company's SharePoint site, providing support and overseeing the creation and management of sites, lists, and libraries. Expertly managed permissions to ensure secure and efficient access for users and provided guidance on best practices for utilizing SharePoint to improve workflows and collaboration.
- Oversaw the management of Smart Phone lines and supported mobile devices for 300+ users
- Contributed to IT migration projects for two company acquisitions, leading the migration of 500+ users and achieving a 95% satisfaction rate in user feedback surveys.
- Provided front line support to 1000+ employees for hardware, software, and network issues, achieving a 90% resolution rate within 24 hours and a 95% satisfaction rate in user feedback surveys.

US Internet

Onsite Technician

Mar 2017 – Jul 2017

Minneapolis, MN

- Installation of Fiber Optics (NID installations), VOIP, DSL, and City WiFi.
- Troubleshoot and resolve internet connectivity.

Thomson Reuters

Deskside Support Technician

Nov 2016 – Mar 2017

Eagan, MN

- Configuring laptops and desktops with SCCM in an Enterprise environment.
- Performing onsite support for 6,000+ users. Desktop and network issues.

National Sports Center

Technical Support Specialist

May 2016 – Nov 2016

Blaine, MN

- Support 80+ end-users in an active, hands on, face to face environment.
- Setup and maintain Square and MaxEnterprise POS systems for United FC and USA Cup events.
- Created and managed users and groups in Active Directory and Office 365, using Powershell.

Virteva

Service Desk Analyst

Mar 2013 – Apr 2016

Minneapolis, MN

- Provided Level 1 technical support for the Regis Point-of-Sale upgrade project, serving 4500 salons across the nation.
- Provide level 1 support for companies like UM Physicians, Tennant, Regis and Carlson Company.
- Level 1 Managed Services support for 20+ Companies.

SKILLS

- Languages: JavaScript, React.js, Next.js, CSS, Tailwind, SQL, Firebase

PROJECTS

AI Wildlife Explorer Next.js, React.js, Tailwind CSS, Azure Computer Vision API, OpenAI API
<https://animal-scan-next.vercel.app/>

AI Wildlife Explorer is a personal web development project that showcases the developer's skills in creating an application that utilizes AI technology. It allows users to upload images of animals to receive an AI-generated response describing the animal, and also provides structured information about the animal's habitat, diet, physical characteristics, behavior, and conservation status. The app features a modern, clean user interface and is built using Next.js 13, Tailwind CSS, React, and React Icons.

Fish of Minnesota Next.js, React.js, Tailwind CSS, Sanity.io CMS <https://next-mn-fish.vercel.app/>
Fish of Minnesota is a modern and visually appealing web application built using Next.js, React.js, Tailwind CSS, and Sanity.io CMS. It provides a comprehensive gallery of fish species found in Minnesota. The site is highly responsive and performant, thanks to the latest web development technologies. Users can easily navigate the site and access detailed information about each fish species, enhancing their knowledge of the fish population in Minnesota.