

NATHAN KELLEY

Detail-oriented technical support professional with 3 years resolving high-volume SaaS issues while pursuing a Masters of Entertainment Arts and Engineering in Game Production and Project Management. Proven in cross-functional and agile execution; seeking project management roles to lead

SKILLS

Cross-Functional Collaboration
Stakeholder Communication
Issue Resolution
Documentation & Reporting
Process Improvement
Time Management
SQL Scripting
Amazon Web Services (AWS)

ACHIEVEMENTS

MasterControl Green Tee
Winner (Peer Recognition Award)
Eagle Scout

CONTACT

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EXPERIENCE

TECHNICAL SUPPORT ENGINEER ~ MASTERCONTROL (B2B SaaS) DEC 2022 - PRESENT

- Owned over 2000 ServiceNow cases from intake to resolution via phone, email, and chat (cloud/on-premise), collaborating across teams on over 200 initiatives to meet/exceed SLA standards 95% of the time—streamlining support for 100+ clients.
- Executed SQL scripts and queries for troubleshooting and data analysis, authoring 39 defect reports that accelerated product fixes and launches.
- Created 141 knowledge base articles for internal/external use and delivered 2 department trainings as a Subject Matter Expert for Auditing, Risk, Suppliers, and Logbooks—enhancing team efficiency and documentation processes.
- Participated in new product acquisitions/launches; volunteered for 5+ projects, applying agile principles to improve workflows and stakeholder alignment.

EDUCATION

MASTERS OF ENTERTAINMENT ARTS AND ENGINEERING - PRODUCTION TRACK

Industry-driven program emphasizing project-based learning, agile development cycles, and cross-disciplinary teamwork. Lead multi-phase projects from concept to release, applying production pipelines and leadership skills.

BS APPLIED TECHNOLOGY

Led end-to-end academic software development projects (OOP focus), applying planning, documentation, and execution. C++, Javascript, SQL, HTML, PHP.

Certificates: Computer Programming, Web Frontend

ACTIVITIES

Nights & Weekends (Buildspace): Selected participant in an intensive, community-driven program focused on building real-world projects during evenings and weekends.

Volunteer Teacher, local church: Lead weekly educational sessions, developing lesson plans and fostering a supportive learning environment for community members.

Korean Language Learner: Studying Korean for nearly one year to develop conversational skills and cultural understanding