Nathan Rydel

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https://github.com/nathanrydel

EXPERIENCE

Technical Support Engineer   Sept. 2022– Jan. 2023
Mend | Phoenix, AZ (Remote)

- Tracked, documented, & reproduced client issues in production environments (including Windows, macOS, and Linux) via diagnostic log analysis or screenshare sessions to provide solutions or devise workarounds.
- Provided Technical Support for Software Composition Analysis (SCA) scanning and Static Application Security Testing (SAST) applications and their external integrations with leading SDLC technologies like GitHub, Docker, Azure DevOps, Jira, Jenkins, Bitbucket, GitLab, and many others.
- Collaborated cross-functionally with R&D and Product Management via Jira and Salesforce to address customer inquiries and facilitate successful resolution within customer contracted SLA.
- Exceeded Q4 2022 Personal Development and KPI goals by demonstrating my proficiency with the product's capabilities and ability to answer technical product questions.

Developer Operations Platform Senior Associate   Jan. 2022– June 2022
Accenture | Austin, TX

- Supported multiple teams across workflows as a Subject Matter Expert and an escalation point for edge cases.
- Led one-on-one coaching sessions with associates to identify areas of improvement.
- Mentored fellow team members & track progress to help them achieve 95% Accuracy and 90% Consistency performance while increasing team efficiency.

Developer Operations Platform Associate   Aug. 2020 – Dec. 2021
Accenture | Austin, TX

- Exceeded 95%+ Accuracy and 90%+ Consistency metrics in 4 of 5 quarterly review periods.
- Performed app analysis and review in multiple workflows for the Developer Operations Policy team.
- Completed 3rd party app integration and compliance review within client case review system.

AppleCare Senior Technical Advisor   June 2019 - July 2020
Apple | Austin, TX

- Acted as an escalation point for internal Advisors for both Advanced Technical Troubleshooting and Customer Satisfaction reasons.
- Delivered 98% Customer Satisfaction as a personal point of contact for Customers when multiple interactions are required for issue investigation and resolution.
- Collaborated with Engineering and non-technical teams as the internal Case Owner for any issue that required cross-functional team handling.

AppleCare Mac+ Advisor   July 2018 - June 2019
Apple | Austin, TX

- Attained 96% Customer Satisfaction over 9 of 10 review periods with 2 of those being at 100% satisfaction.
- Achieved Goal of 90% First Contact Issue Resolution during Customer interactions over 8 of 10 review periods while role average failed to meet the Goal 10 times during the same review period.

SKILLS

HTML	CSS	ES6 JavaScript	React.js
Next.js	Python 3	Node.js	Bootstrap
Linux	AWS	Git	GitHub

CERTIFICATIONS

Responsive Web Design Certificate | freeCodeCamp   Oct. 2018
JavaScript Algorithms and Data Structures Certificate | freeCodeCamp   Mar. 2019

EDUCATION

University of Arizona | Bachelor of Arts in Political Science • Minor: Business Administration   May 2016