

# Nathan Rydel

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## EXPERIENCE

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### Senior Developer Operations Platform Associate

Jan 2022– Present

Accenture Flex | Austin, TX

- Support multiple teams across workflows as a Subject Matter Expert and an escalation point for edge cases
- Lead one-on-one coaching sessions with associates to identify areas of improvement
- Mentor fellow team members & track progress to help them achieve 95% Accuracy and 90% Consistency performance while increasing team efficiency
- Analyze data to perform various RCAs across project deliverables to identify problem areas and identify methods to solve issues proactively
- Drive project metrics and goals to exceed client SLAs as a part of the support team

### Developer Operations Platform Associate

Aug. 2020 – Dec 2021

Accenture Flex | Austin, TX

- Exceeded 95%+ Accuracy and 90%+ Consistency metrics in 4 of 5 quarterly review periods
- Performed app analysis review in multiple workflows for the Developer Operations Policy team
- Completed 3rd party app integration and compliance review within client case review system
- Managed and regularly reviewed information provided about developers and their apps during enforcement action

### 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.

### AppleCare Technical Advisor

Jan. 2018 – July 2018

Apple | Austin, TX

- Applied the PAIR (Probe, Analyze, Isolate and Resolve) troubleshooting method to a variety of complex technical issues in the iOS environment, while tailoring the experience to each customer
- “Exceeded” Key Performance Indicator such as Average Handle Time and First Contact Issue Resolution metrics consistently while providing a high level of customer service reflected in Very Satisfied survey responses

## SKILLS

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### Technical Skills

HTML | CSS | ES6 JavaScript | React.js | Node.js | Python 3 | SQL | SEO | Web Design | Firebase | Google Cloud | AWS

### Behavioral Skills

Technical Aptitude | Leadership | Coaching | Mentoring | Professional Communication | Attention to Detail

## CERTIFICATIONS & SKILLS

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Responsive Web Design Certificate | freeCodeCamp

Oct. 2018

JavaScript Algorithms and Data Structures Certificate | freeCodeCamp

Mar. 2019

Google IT Support Professional Certificate | Google

Mar. 2019

SEO Expert | LinkedIn

July 2021

## EDUCATION

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

May 2016