

# Nathan Tjahjadi

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## EXPERIENCE

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### Zero Day Group LLC (Managed Services Provider)

June 2019 – Present

IT Consultant

Houston, Texas

- ◆ Manage ongoing IT support and maintenance for all customers' complete IT environments, with 400 seats under management
- ◆ Coordinator for IT transformation projects: 175 user email migration from on-premise Exchange to Microsoft 365, 60 user phone system migration from on-premise PBX to uCaaS, custom web app to generate lien and notice of intent to lien letters, and Veeam backup and recovery implementation
- ◆ Create slide decks for marketing material and RFP responses
- ◆ Manage software and hardware vendor relations for resell

### Baylor University

October 2017 – May 2018

Undergraduate Research Assistant, Social Psychology Lab

Waco, Texas

- ◆ CITI Program certified to administer studies involving human subject research
- ◆ Coded behavior of participants engaged in a study related to negotiation
- ◆ Communicated clearly with research participants while following study protocol

### Gap Inc.

May 2015 – July 2015

Talent Acquisition Intern

Shanghai, China

- ◆ Generated weekly reports detailing new hire numbers and employee turnover
- ◆ Edited and translated job descriptions from Chinese to English
- ◆ Scheduled and confirmed interviews with new hire candidates

## EDUCATION

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### Rithm School – Software Engineering Bootcamp

August 2023 – Present

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### Baylor University

August 2014 – May 2018

B.A. in Psychology, Minor in Business Administration

Waco, Texas

Overall GPA: 3.58