

# Nathaniel Camorlinga

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Seeking summer internship in the Computer Science and Programming field in the Chicagoland area. I value working on a team while seeking and providing input for the betterment of the group and I'm looking forward to using my Computer Science skillset to solve problems.

## Education

**Undergraduate in Computer Science** January 2021 to Present

Northern Michigan University - Marquette, MI

Relevant Coursework: *Data Structures, Programming in C++, Computer Information Systems*

Programming Languages: *C++, HTML, CSS, Python*

**Associate in Computer Science** Sept 2019 to January 2020

McHenry County College - Crystal Lake, IL

**Computer Science Coursework** August 2018 to May 2019

DePaul University - Chicago, IL

## Work Experience

**Service Coordinator** December 2021 to Present

Discount Tire - Marquette, MI

- Reset customer TPMS using company-supplied tools.
- Oversaw day-to-day operations in the service area, and ensured the safety of all employees during vehicle servicing using Discount Tire best practices.
- Resolved any customer issues/complaints regarding vehicle mechanical issues, or product defects by working with the customer to find solutions in their best interest.
- Trained new employees on changing tires, safely raising vehicles, and performing tire repairs at an above satisfactory level.

**Technical Support Analyst (Contract)** June 2020 to October 2020

Follett Corporation - McHenry, IL

- Provided nationwide technical support for a private library circulation software company in a technical call center team environment.
- Developed and organized customer support cases that effectively provided clients with the technical support and assistance required.
- Used Salesforce Ticketing software to manage technical support tickets.
- Provided technical support for migrating, installing, and upgrading Follett Software for Windows server environments.
- Escalated issues to Tier 2 as needed, as well as set customer expectations for follow-up (i.e. when to expect a follow-up contact and by whom).
- Helped customers troubleshoot Google SSO, LDAP, and other configurations with Follett Destiny software.
- Applied creative problem-solving techniques to identify the source of problems, while keeping the customer updated with the progress of the issue.

**Team Member**

November 2019 to April 2020

Chipotle Mexican Grill - McHenry, IL

- Responsible for preparing meat and produce for later use.
- Worked with other kitchen staff to maintain a clean, safe, environment per state and company standards.

- Used exceptional time management to proactively prep the kitchen efficiently before afternoon rush hour.

## Languages

- Fluent in Spanish