**Nathan Castaldi**

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**SUMMARY**

Front-end web developer leveraging a background in IT Operations and Customer Service to provide unique perspectives on software development and integration. Earned a certificate in Full Stack Web Development from the Georgia Tech Coding Boot Camp. Inductive problem-solver who is passionate about mobile-first app design and development.

**TECHNICAL SKILLS**

IT Operations

Asset Management, Budget and Project Priority, Customer Service, Delegation, End User Training, Leadership, Vendor Management

Web Development

Bootstrap, CSS3, ExpressJS, Handlebars, Heroku, HTML5, Javascript, jQuery, MongoDB, Node JS, Postman, React, Sequelize

**PROJECTS**

**Picky Recipe Finder**

GitHub Repo: <https://github.com/ncastaldi/project1-picky/>

Live Site: <https://ncastaldi.github.io/project1-picky/>

* App designed to help busy people find recipes keeping in mind allergies and diet preferences.
* Contributing Author
* Tools: HTML, JavaScript, and Bootstrap CSS

**The Game Board**

GitHub Repo: <https://github.com/ncastaldi/project2-krypton>

Live Site: <https://thegameboard.herokuapp.com/>

* This is a full stack web application built to allow the inventorying and lending of board games.
* Contributing Author
* Tools: HTML, JavaScript, ExpressJS, HandlebarsJS, SequelizeJS, and Materialize CSS.

**Thrift Shop²**

GitHub Repo: <https://github.com/ncastaldi/project3-thriftshop>

Live Site: <https://thawing-everglades-67828.herokuapp.com/>

* This is a full stack web application built to be an online platform for independent thrift and vintage retailers.
* Contributing Author
* Tools: HTML, Bulma CSS, MongoDB, React, Axios, Nodemailer, Stripe, and Cloudinary.

**EXPERIENCE**

**WPP       Atlanta, GA**

**IT Operations Manager       2017 – 2020**

Promoted to this role, providing regional IT operational management and leadership for multiple business units totaling 500 end users in accordance with global standards.

* Oversaw service desk team mixed direct and indirect reports to support local and remote users within the organization.
* Reduced MTTR statistics for regionally impactful tickets.
* Successfully implemented global service desk standards in the region.
* Organized and executed several migration projects to cloud infrastructure.

**J. Walter Thompson       London, UK**

**AV Systems Engineer       2015 – 2016**

Promoted to this role, overseeing meeting room and video conferencing facilities, managed after-hours event space, and provided deskside IT support for regional corporate leadership and VIP guests.

* Modernized meeting room equipment management through software solution.
* Directed creation of room booking workflows for Skype for Business rollout.
* Created and deployed office-wide digital bulletin board.

**IBM       London, UK**

**Desktop Support Administrator       2015 – 2015**

(WPP contracted IBM)

Leveraged broad-based expertise to manage problem identification, diagnosis, resolution, and escalation via helpdesk system using telephone and remote tools.

* Created and maintained a shared knowledge base of known errors and workarounds.
* Collaborated with Network Operations on troubleshooting service outages.

**WTMS       London, UK**

**Desktop Support Administrator       2014 – 2015**

Leveraged broad-based expertise to manage problem identification, diagnosis, resolution, and escalation via helpdesk system using telephone and remote tools.

* Created and maintained a shared knowledge base of known errors and workarounds.

**Technical Advisor       Atlanta, GA**

**Microsoft       2011 – 2013**

Provided effective and efficient front-line support directly to customers to answer questions, resolve issues, and disseminate information.

**EDUCATION**

**Certificate, Full Stack Web Development** – Georgia Tech         Atlanta, GA

**Bachelor of Science, Information Technology** – Westwood College         Atlanta, GA

**Associates of Science, Computer Science** – Lehigh Valley College   Allentown, PA