NICK SILVERMAN

nckslvrmn@gmail.com
860-490-9895

Technical	OS X/Windows/UNIX/LINUX/iOS	Package/Inventory Management and Deployment
	XHTML/CSS/C++/Bash/Python/Puppet	Server Configuration and Management
	Printers/Laptops/Desktops/AV Equipment	A+ and Net+ Certification

Experience

Hachette Book Group

Desktop Support Analyst — 09/14

Provide Level Two support for all hardware and software. Manage multiple inventory and package management systems. Build and configure multiple Linux servers for internal support tools.

HelpDesk Analyst — 08/14 - 09/14

First line of technical support for all HBG employees. Support Microsoft office, Adobe CS Suite, and many other internal sytems and applications on Mac and PC.

Apple Inc.

Expert - Apple Retail Store — 08/13 - 08/14

Sales leader in all metrics of the store. Provide technical and sales support for more advanced customers and specialists. Train and mentor specialists and lead store meetings.

Specialist - Apple Retail Store — 10/12 - 08/13

Sales and support for all customers of the Apple Retail Store. Performed basic troubleshooting of iOS and Mac issues.

Applecare - At Home Advisor (iOS) — 04/12 - 10/12

Provide phone support for iOS devices, iTunes, and Apple ID. Certified on iOS device hardware and software.

Center for 21st Skills at EDUCATION CONNECTION — 08/12 - 06/13
IT Intern

Technical Engineer for TEDx LitchfieldED conference. Audio/Visual support for 2012 Connecticut Student Innovation Expo. Maintained mobile iPod touch and Macbook labs.

Miss Porter's School — 04/11 - 09/11
IT/Technical Support

Hardware, software, and peripheral support throughout campus, Mac and PC. Managed Cisco switches and other network technologies.

Education

Wentworth Institute of Technology
Two Years — Computer Networking and Information Systems — **3.8 GPA** Dean's List

Berklee College of Music
One Semester — **3.0 GPA**

Farmington High School
Diploma — **3.1 GPA** Second Honor Roll

Achievements

Connecticut High School Musical Theater Awards
2011 Student Achievement Award - Audio Engineering