

Nathan A. Dahl

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Education

Loyola University Maryland, Class of 2011

The Joseph A. Sellinger, S.J. School of Business and Management (AACSB Accredited)

Bachelor of Business Administration, Management Concentration

Experience

Veraset, Wilmington, Delaware

Technical Account Manager

April 2022 – Present

- Collaborates with the sales team on product fit for prospects and the customer success team on daily data delivery, ensuring continuity through the full customer lifecycle.
- Conducts data validation and custom data analysis for 75 customers in Databricks using Python.
- Builds reports for internal operations using Salesforce, QuickSight, and Metabase.
- Provides application administrator functions for the organization: creates users on the domain, provisions access through Okta, and enables appropriate access to applications.

Prism Software, Irvine, California

Technical Analyst

June 2019 – April 2022

- Conducted process discovery with customers to identify needs and appropriate software solutions, with emphasis on automation and improvement of day to day tasks for end users.
- Manipulated and wrangled data to meet the needs of corresponding software and use case endpoints through REST API connections, database inserts and updates.
- Sanitized data for import into third party applications (such as ERPs and CRMs), creating CSVs and XMLs for ingestion, and in accordance to precise structural specifications.
- Collaborated with development teams to roadmap product features, design, and user experience by identifying gaps in the product suite.

Square9 Softworks, New Haven, Connecticut

Technical Services Manager

November 2018 – May 2019

- Educated and developed Square9's service team by instilling best practices, and ensuring solutions are delivered effectively and efficiently to promote long term sustainability and scalability.
- Provided solutions reviews with professional services staff prior to proof of concept reviews to give direction and feedback.
- Acted as the escalation point of contact for difficult technical challenges during solution delivery.
- Created training programs to promote the development of the professional services team and provided mentorship to the implementation team.

Professional Services Team Lead

April 2016 – November 2018

- Managed five field engineers to improve their skill and ability interacting with customers, product design knowledge, and project management/time management skills.
- Mitigated and addressed advanced technical issues and scheduled resources to achieve project closure.
- Provided first-line support for customer triage and customer satisfaction follow-up.
- Built internal documentation/best practices on typical project scenarios (i.e. upgrades, server migration, product add-ons) and implemented standard operating procedures for the professional services team.

Professional Services Senior Field Engineer

June 2015 - April 2016

- Assisted in the development of project scopes and statements of work for new and existing clients.
- Mentored and trained new members of the implementation team through break/fix exercises, discovery call training, and product knowledge transfers.
- Handled complex deployments that scaled applications across multiple servers and countries, requiring first time deployments in high availability network environments.
- Resolved post-installation cases for the implementation team to improve customer satisfaction and utilization.

Professional Services Field Engineer

November 2012 - June 2015

- Executed the design, deployment, and training of client and server-side solutions for on-site and remote customer projects.
- Conducted application level debugging and troubleshooting to resolve issues.
- Worked with third party software to create seamless business workflows for end users.
- Integrated with enterprise resource planning systems to pull and push data across applications.

MICROS Systems INC, Columbia, Maryland**Implementation Specialist**

June 2011 - November 2012

- Acted as team lead and on-site project manager during database development, training, installation, testing, and go-live for large enterprise software and hardware installations throughout the US and Canada.
- Provided initial consulting services to address clients' objectives, to discuss process design, and to create a schedule to ensure that the installation is complete, on time, and on budget.
- Configured software with strict adherence to established standards, compliance specifications, network permissions, and customer infrastructure requirements.

Qualifications

- Ability to work in team settings through a variety of support portals, showing strong leadership skills within all portals.
- Experienced with Windows servers, Tomcat servers, IIS.
- Scripting Languages: SQL, JavaScript, PowerShell, HTML, Visual Basic, C#, Python.
- Understanding of SQL server environments, server backups, maintenance plans, database restoration and migration, creation of triggers, index's and store procedures.