Nathan DeGruchy

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Summary

Technology Support Specialist with extensive experience supporting large work forces in a 1,500+ user environment. Expertise in:

- Windows 10/2012R2 Server
- Microsoft Office (including Office 365)
- Windows Networking
- Active Directory
- Windows Deployment Services & ImageX
- Systems Center Service Manager

Computer Skills

Windows	Windows Server 2008-2012R2, Windows XP-10, Hyper-V	**Office**	Office 2010-2016, Office 365 Integration & Implementation, SharePoint
GNU/Linux	CentOS, Debian, ArchLinux, SystemD	**macOS**	OS X 10.6-10.13, iMac, Mac Pro, MacBook Pro/AIR

Education

Florida State College at Jacksonville, Jacksonville, FL

2018–present **Information Technology Management, B.A.S.**, *Expected B.A.S. Graduation 2021*

2017 **Network Systems Technology, A.S. with Honors**, *GPA 3.58*

Experience

Fidelity Information Services Global

2017–Present **Executive Desktop Support Representative**
Provide "white glove" support to C-level executive positions as well as tier 2 support to more than 50,000 users enterprise and world-wide.

Connecticut Center for Advanced Technology

2015–2017 **Desktop Support Technician II**
Manage, maintain, support and implementation of numerous desktop, server and infrastructure projects at a variety of locations for non-profit entities in the Jacksonville and Connecticut area.
Achievements:
- Office 365 migrations for several clients
- Office 365 hybrid deployment
- CJIS system implementation
- Implementation of documentation techniques

GridIronNow.com

Late 2015	**WordPress Developer**

Implemented new features, styles and administrative components for the GridIron-Now.com website utilizing HTML5, CSS3 and various WordPress and PHP techniques

Achievements:
- Implemented new menu system with WordPress Ubermenu
- Implemented new plugin with custom database system for storing, organizing and retrieving team, score and conference information

Florida Coastal School of Law, Jacksonville, FL

2008–2015	**Web Systems Administrator**

Managed, maintained and developed web-systems using Drupal and WordPress for various requirements for students, faculty and staff.

Achievements:
- Attained top-ten ranking in "Georgetown University's Top 10 Law School Home Pages" 3 years in a row[1]
- Provided 1st through 3rd tier Technical Support
- Managed SharePoint/InfoPath-based forms and workflows
- 10-Years of Service Award
- Staff Excellence Award (2012)
- Provided user training classes and one-on-one sessions

2005–2008	**Computer Support Specialist**

Provided 2nd and 3rd tier technical support for over 1,200 students and over 300 faculty and staff members.

Achievements:
- Generated and deployed system images in the form of Symmantec Ghost and Microsoft's ImageX
- Managed and troubleshot over 300 faculty & staff computers and a computer lab
- Managed and maintained Microsoft Windows Software Update Services (WSUS)
- Developed and implemented best practices and standard procedures documentation

Certifications

Microsoft	Microsoft Certified Professional
Apple	ACMT
CompTIA	A+ Professional
CompTIA	Network+ Professional
FSCJ	Information Technology Technician
FDLE	CJIS Security Training

Professional Development

Languages	ASL - Basic Proficiency
DrupalCon	Washington D.C., Denver, CO, San Francisco, CA, Chicago, IL
Volunteer	Hubbard House

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[1] In 2010 (#7), 2011 (#5), and 2012 (#5) (no results from 2013 onward)