

## NICOLAS ABELLA

1108 Broadway | Santa Cruz, CA 95062 | (818) 489-3033 | nabella@ucsc.edu

### PROFILE

- Ambitious student with experience in information technology and software development. Strong networking, hardware, application, and communication skills developed through work with professional IT group. Team player with both collaborative and individual experience in a small work environment, interacting with multiple departments

### SKILLS

- Google/Apple/Microsoft Productivity suites
- Adobe Photoshop, InDesign, Premiere
- OS: Windows, OS X, CentOS, Google Chrome, iOS, Android
- Languages: Java, C, HTML, Assembly, Scheme, Ocaml, Smalltalk, Prolog

### EXPERIENCE

#### **IT Support Help Desk**

2016 — Present

*University of California, Santa Cruz*

- Desktop support for staff & students of UCSC's Baskin School of Engineering
- Knowledge of ticketing system, corresponding to clientele, interdepartmental communication/collaboration with other student workers and their supervisors for lab support
- Troubleshooting/configuration of PCs, scanners, printers, copiers, ethernet ports, switches, VLANs, mobile devices, laptops
- Re-imaged Windows & OS X over a PXE Network and joined to AD domains, installing the client's preferred software and deployed the machines
- Minor web development for BSOE website including broken links report, web page creation, and module development in Drupal 7 & 8
- Assisted Network Administrator with management of VLANs, reconfiguration of switch ports to the proper VLAN, moving machines to the assigned networks, Hostname and IP configuration in Hostmaster & Pinnacle databases, removing/installing servers in machine rooms
- Maintained the upkeep of the student workroom – ran inventory, kept clean and free of waste, wiped and shredded excess hard drives, shipped and received packages, disposed of E-waste
- Worked closely with the heads of the IT department, as well as the rest of the IT staff, in a small collaborative team atmosphere, learning the importance of leadership and communication in the workplace in the effort of succeeding successfully as a team

#### **Student Technology Leader; Tech Team**

2013 — 2015

*La Crescenta, CA*

- Provided IT support and hardware installation services to school and district staff members
- Responded quickly to faculty in a friendly, courteous, and helpful manner
- Engineered, maintained, and troubleshoot multimedia classroom systems
- Diagnosed and resolved computer problems, took inventory, dismantled and reassembled computers, installed new software, and repaired various types of electronics

### EDUCATION RECORD

- President's Education Award 2015
- Bilingual Proficiency in German 2015
- Undergraduate for Computer Science at University of California Santa Cruz. GPA: 3.62