Nicholas Halterman

(816) 516-6900 | nhalterman@outlook.com | Peculiar, MO | https://www.linkedin.com/in/nicholas-halterman/

PROFESSIONAL PROFILE

An experienced and dedicated information technology and Azure Cloud professional with a proven track record of delivering high-quality technical support and consulIng to diverse clients. With 6 years of critical thinking and expertise in IT infrastructure, networking, communications, and troubleshooting, I have successfully handled complex and challenging projects in specialized industries such as the military and education sectors. I've been consistently recognized by senior management and clients as a top performer who goes above and beyond expectations.

COMPETENCIES

• Microsoft Azure	• Microsoft 365	• HTML/CSS/SQL/JavaScript	• SCCM
• Microsoft VS Code	• C/C++/C#	• Networking	• Jamf
• Cloud Identity	• Java	• Data Management	• PowerShell/Bash
• Communications	• Python	• Active Directory (AD)	• Technical Support

CERTIFICATIONS

- Azure Fundamentals (AZ-900)
- DoD Secret Clearance

PROFESSIONAL EXPERIENCE

Workstation Support Technician – *University of Nebraska-Lincoln* | Lincoln, NE   September 2019 – Present

- Delivered timely and effective technical support for over 27,000 faculty, staff, and students, resolving customer issues with a 97% satisfaction rate
- Managed user access and streamlined the deployment and maintenance of 1500+ Windows and macOS endpoints using Active Directory, SCCM, ASM, and Jamf, resulting in improved security, efficiency, and user satisfaction
- Assisted in developing and testing a new ITSM based on ITIL best practices for the organization, improving service quality, efficiency, and customer satisfaction by 30%
- Participated in collaborating, communicating and resolving complex issues with internal teams via Microsoft Teams and the organization's ITSM ticketing system
- Performed routine maintenance and updates on workstations, servers, and network devices
- Installed and configured new workstations, printers, scanners, and other peripherals for numerous users
- Proficient in diagnosing and troubleshooting software related to M365 products

IT Systems/Signal Support Specialist – *Nebraska National Guard* **|** Lincoln, NE   March 2018 – Present

- Deployed and maintained tactical communication systems for over 40 unit personnel
- Implemented network security measures that reduced cybersecurity incidents by 30%, enhancing the confidentiality and integrity of sensitive military information
- Led a team in troubleshooting and resolving IT issues, achieving a 25% decrease in downtime during critical operations
- Established and engineered a comprehensive network infrastructure leveraging VSAT satellite networking capabilities, allowing soldiers to fulfill their daily duties with uninterrupted uptime
- Designed and developed a comprehensive continuity plan for the unit, ensuring operational resilience and readiness
- Assisted and led the unit in successfully passing annual Command Cyber Readiness Inspections (CCRI)
- Contributed to state active duty missions and a Title 10 deployment, recognized with the Army Commendation Medal for exceptional service and dedication

EDUCATION

Bachelor of Computer Science   Anticipated: October 2024
Western Governors University | Salt Lake City, UT
- Studies focused on Software Engineering, Data Structures and Algorithms, Artificial Intelligence, and Machine Learning
- Courses included IT Foundations, Programming Languages, Database Systems, Operating Systems, Cloud Computing, and Computer Science Capstone