






# NICOLAS TEIXEIRA

## TECHNICAL SUPPORT SPECIALIST

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### CONTACT

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 Columbus, Ohio

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### SKILLS

Python, Java, C, JavaScript, HTML, CSS, MySQL, API, Linux, Git, Cloud Computing, Web Servers, Ticketing System, Splunk, Internet Protocols, IDS, IPS, Security Frameworks, Encryption, Hashing, VPN, SIEM, SOAR, Firewall, Active Directory.

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### EDUCATION

**Computer Science, Bachelor's Degree**

**University of the People**

2020-present

#### Extra Curricular

**CS-50 Introduction to Computer Science**

2020-2021 Harvard University, Boston

This course focuses on the topics: abstraction, algorithms, data structures, encapsulation, resource management, security, software engineering, and web development.

**Introduction to Cybersecurity**

2023 Code\_Cademy

#### Relevant Classes

Computer Systems, Operating Systems, Communications and Networking, Advanced Networking and Data Security, Systems & Application Security.

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### LANGUAGES

English  
Portuguese  
Spanish

### PROFILE

I am passionate about IT ever since I was a teenager. I started my IT career as a Help Desk and Technical Support agent, which inspired me to pursue a Bachelor's Degree in Computer Science, where my passion for Programming and Networking sparked. Discovering Linux and its power ignited my interest in Cybersecurity. I apply best Cybersecurity practices to my own devices and educate others about online security and privacy. I am a fast-working, confident, and attentive team player with strong problem-solving skills.

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### WORK EXPERIENCE

#### Your Job Position here

LPL Financial

2021--Present

- Providing exceptional customer service to Financial Advisors, their assistants, their clients, and LPL internal business partners in navigating and troubleshooting proprietary LPL and vendor software, as well as multiple office applications and browsers.
- Providing timely updates on all ongoing support issues into service tracking system logs detailed reports of issues, and collaborating with escalation teams to ensure timely reporting and response.
- Providing new and existing customers with the best possible service in relation to application inquiries, service requests, suggestions, and complaints.
- Resolving customer inquiries and complaints, quickly, fairly, and effectively in compliance with financial regulations.
- Gaining a moderate understanding of financial industry terms, while maintaining a working knowledge of cataloged issues to ensure awareness and create alternative solutions.

#### Technical Support Specialist

2018-2021

Express Hospitality

- Provided support for all help desk-related tasks including answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and troubleshooting printer issues, and peripherals.
- Answering, evaluating, and prioritizing incoming telephone, voicemail, email, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.
- Configured and installed the Windows workstations and Macintosh operating systems in response to the demands of a complex network design.
- Trained end-users on the use and features of the various operating systems and applications on multiple platforms.
- Used active directory to unlock and reset windows passwords, created user accounts and assigned passwords, group policies, created and reserved static IP address through DHCP server tools, bound clients through VPN.