Nate Bucklein

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EDUCATION

Brigham Young University, BYU Marriott School of Business Dec 2024
Bachelor of Science, Pre-Business Provo, UT
- GPA 3.2, ACT 30

EXPERIENCE

Instructure Canvas August 2022-Present
Customer Success Associate Cottonwood Heights, UT
- Work with hundreds of admin users with situations from implementation to product rollout and entry level product support.
- Troubleshoot higher level technical issues (ie. Authentication errors, domain setup, LTI configuration)
- Provide professional email responses to clients in an email queue of over 800 accounts (corporate, K12, Higher Education).
- Coordinate sales opportunities and renewal efforts by connecting users to various internal individuals/departments.

Instructure Community May 2022–August 2022
Documentation Specialist Intern Cottonwood Heights, UT
- Produced content that conformed to the company documentation and style guide standards, including user interface technology, to ensure consistency across all products.
- Followed documentation project plans, priorities, and timelines.
- Content creation and curation
- Project QA reviews (e.g. Google Doc draft reviews, Screensteps PDF reviews, video feedback)

Kibbles and Cuts February 2022–April 2022
Social Media Intern Provo, UT
- Managed social media platform posting and data reporting to management
- Engaged with customers on review platforms and promoted suggested changes to upper management
- Prepared weekly newsletters and other posts to send out to customers via email

Instructure Canvas Support Sep 2020–August 2022
L1 Support Team Lead Cottonwood Heights, UT
- Maintained technical ownership of service support tickets by working effectively with available technical resources.
- Broke down and evaluated user problems, using personal expertise and probing questions.
- Helped users via phone, chat, and email queues to diagnose and escalate problems.
- Provided additional support to team members with troubleshooting and general workflow questions.

SKILLS

- Excel Solver, PivotTables, and Charts
- VBA Programming in Excel
- Tableau
- Python
- HTML/CSS
- PostgresSQL
- Django
- LMS Canvas