

# Nathan Rosa-Malave

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## WORK EXPERIENCE

### DigiCert

Stafford, VA

Technical Support Analyst

December 2021 - Present

- Utilize Terraform to streamline and automate the deployment and configuration of client DNS infrastructure.
- Diagnosed and recreated client bug tickets pertaining to Constellix Terraform integration. Collaborated with management to create JIRA tickets.
- Administered a web server leveraging NGINX to deploy SSL certificates and implement advanced DNS configurations, ensuring secure and optimized web hosting environments.
- Support premium clients via Slack channels by diagnosing and replicating API issues as well as assisting with advanced DNS and monitoring configurations to optimize their infrastructure performance.
- Developed Bash and Python scripts to automate routine tasks, streamlining daily operations.
- Utilize Freshdesk to resolve 3,500+ customer tickets on monitoring and DNS configurations, API issues, and SOC 2 questionnaires, ensuring timely solutions to meet company SLA's.

### Clean Scapers

Wake Forest, NC

Business Owner

May 2021 - December 2021

- Oversaw a customer service-focused business with a team of five employees, ensuring exceptional service.
- Collected valuable customer insights through conducting more than 50 interviews and client calls, informing strategic decisions and enhancing service offerings.
- Managed and troubleshooted employee devices to ensure seamless operations.

### Electric Motor Shop

Wake Forest, NC

Inside Sales Representative

October 2020 - May 2021

- Addressed customer inquiries regarding product details, pricing and availability to ensure customer satisfaction.
- Maintained current knowledge of products and industry standards.
- Assisted coworkers in troubleshooting Windows computers when technical issues arose.

## LEADERSHIP EXPERIENCE

### DigiCert New Hire Training

Stafford, VA

Technical Support Analyst

January 2023 – Present

- Successfully trained six new hires on technical concepts essential for operating as level 1 and level 2 technical support analysts within DigiCert.
- Facilitated training sessions with management and coworkers on the utilization of Terraform within our products, including Constellix and DNS Made Easy.

### JROTC Accomplishments

Wake Forest, NC

Company Commander and Color Guard Commander

August 2015 - June 2017

- Oversaw a team of 30 cadets as Company Commander, guiding young adults and coordinating charity events.
- Exclusively trained a class of 20 cadets to execute drill presentations of the national colors in more than 30 events, including the Purple Heart ceremony, veteran memorials, and charity functions.

## EDUCATION

### Wake Technical Community College

Raleigh, NC

Some College - No Degree, Computer Science

### AWS Certified Solutions Architect

Stafford, VA

Achieved March 2024

### AWS Certified Cloud Practitioner

Stafford, VA

Achieved October 2023

## SKILLS & INTERESTS

**Skills:** Terraform | AWS | Python | API | Web Server Administration | DNS and Monitoring

**Interests:** AWS Cloud Infrastructure, Terraform Automation, Python, Football