

Nathan Schwagmeyer

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Profile

Experienced Desktop Analyst with a background in software development and a proven track record of diagnosing and resolving technical issues efficiently. Proficient in hardware, software, and peripheral device support. Demonstrated ability to provide fast and expert service, ensuring high user satisfaction.

Experience

DESKTOP SUPPORT ASSOCIATE | HEALTH PARTNERS | NOV 2022 – SEPT 2024

- Participated in technology-related projects to improve overall efficiency within the organization.
- Took part in finding and replacing outdated equipment on a large scale.
- Installed and configured desktops, laptops, and mobile devices.
- Assisted users with setting up workstations and connection to networks via wired or wireless connections.

CLAIMS ASSOCIATE | WALMART | DEC 2021 – NOV 2022

- Developed strategies for maximizing recoveries while minimizing costs and risks to organization.
- Assisted in training new team members on asset recovery procedures and best practices.
- Observed high-target theft areas with CCTV and covert monitoring strategies.

Education

B.S. IN COMPUTER SCIENCE | JUNE 2022 | RASMUSSEN UNIVERSITY, FLORIDA

Skills & Abilities

- Dell and HP hardware
- Technical troubleshooting
- Excellent interpersonal and communication skills
- Network configuration
- Software development life cycle
- Active directory
- Database management
- Documentation

Certifications

- Meta Frontend Development