Nathan Smith

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SUMMARY

Experienced in hardware/software support, Windows/macOS, Active Directory, and TCP/IP networking. Skilled in troubleshooting, data migration, and backup. Strong communicator with a customer-first mindset and proven ability to document procedures and support both technical and non-technical users.

EDUCATION

Florida State University Tallahassee, FL
Bachelor of Science in Information Systems, Minor in Computer Science, 3.67 GPA *Aug. 2023 – May 2025*

Tallahassee State College Tallahassee, FL
Associate's in Liberal Arts *Aug. 2021 – July 2023*

EXPERIENCE

Electronics Expert & Customer Care Specialist July 2022 – Present
Target Corporation *Tallahassee, FL*

- Supported 15–20 customers daily, resolving around 10 device issues to improve satisfaction and retention.
- Guided users through resets, updates, and tuning for mobile and smart devices, lowering repeat visits.
- Explained features and compatibility across 50+ products to help customers make informed purchases.

Information Technology Help Desk Coordinator April 2025 – June 2025
Titan Technologies *Tallahassee, FL*

- Resolved 20+ daily support requests for K–12 users, fixing login and software issues to reduce downtime.
- Managed 100+ ServiceNow tickets weekly, ensuring proper documentation and meeting resolution SLAs.
- Performed remote troubleshooting and credential recovery across Windows, ChromeOS, and Mac systems.
- Trained non-technical users on basic system functions to improve self-sufficiency and reduce repeat tickets.
- Improved knowledge base by documenting recurring issues, helping lower ticket volume over time.

PROJECTS

Jamble (In Development) May 2025

- Building a full-stack platform to organize and score multi-game social events for groups.
- Implementing user features including profile customization, lobbies, and achievement tracking.
- Designing a mobile-first interface with planned deployment using Netlify and Render.
- Managing development workflow using Scrum practices with Jira and GitHub task boards.

Personal Website February 2025

- Built a personal portfolio site using HTML, CSS, and JavaScript to showcase projects and experience.
- Deployed the site using Vercel with automatic updates via GitHub integration for continuous delivery.
- Designed a responsive, accessible layout with modern UI principles for desktop and mobile devices.
- Maintained the site to reflect updated skills, certifications, and project work.

TECHNICAL SKILLS

Languages: Python, SQL, Bash, HTML/CSS
Systems: Windows 10/11, Linux (Ubuntu/Mint), macOS/iOS, Remote Desktop, TCP/IP, VPN
Tools: ServiceNow, Active Directory, Jira, Git, GitHub Desktop, Microsoft Office, VS Code, Tableau
IT Ops: Imaging, Credential Recovery, Data Migration, Software Installation, Hardware Troubleshooting

CERTIFICATIONS

Microsoft Office Specialist: Excel Associate Issued Nov. 2023
Google UX Design Professional Certificate In Progress