

Nathan Smith

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SUMMARY

Aspiring product designer in the MSIT UCD track and creator of Jamble. Blend structured design process with lightweight metrics (completion, drop-offs, time-to-task) to guide iterations. Strong in prototyping, responsive UI.

EDUCATION

Master of Science in Information Technology <i>Florida State University</i>	Aug. 2025 – Aug. 2027 <i>Tallahassee, FL</i>
Bachelor of Science in Management Information Systems <i>Florida State University</i>	Aug. 2023 – May 2025 <i>Tallahassee, FL</i>

EXPERIENCE

Identity and Access Management Analyst <i>Tallahassee Memorial Healthcare</i>	July 2025 – Present <i>Tallahassee, FL</i>
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- Resolving 200+ tickets weekly, ensuring all colleagues receive the access they need to perform day-to-day duties.
- Managing Visio license, extend and retract individual licensing to save around \$1,500/year on average.
- Working on role provisioning automation in AD Manager to improve speeds and reduce the need for extra tickets.

Information Technology Help Desk Coordinator <i>Titan Technologies</i>	April 2025 – June 2025 <i>Tallahassee, FL</i>
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- Resolved 20+ daily support requests for K-12 users, fixing login and software issues to reduce downtime.
- Managed 100+ 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.

PROJECTS

Jamble (In Development)	March 2025
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- 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
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- 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

Scripting: Python, SQL, Powershell, Bash
Security & Compliance: IAM, PII handling, role provisioning
Ops & Collaboration: Jira, Git/GitHub, ticketing
Environments: Windows, Linux, macOS, Remote Desktop

CERTIFICATIONS

Microsoft Office Specialist: Excel Associate	Issued Nov. 2023
University of Michigan User Experience Research and Design Specialization	In Progress