Nathan Smith

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EDUCATION

Florida State University, FSU College of Business   **Graduation: May 2025**
Bachelor of Science, Management Information Systems   Accumulated GPA: 3.57
Minor: Computer Science
Dean's List: Fall 2021, Spring 2022, Fall 2022, Fall 2023, Fall 2024

Tallahassee Community College   **Graduation: July 2023**
Associate in Arts   Accumulated GPA: 3.80

EXPERIENCE

WVFS Tallahassee   **Tallahassee, FL**
Radio Staff   September 2023—present
- Provided technical assistance and guidance to a team of 23 members, ensuring smooth operations and effective collaboration.
- Assisted staff with troubleshooting software and equipment issues, ensuring continued productivity.
- Developed training materials and delegated weekly tasks, improving team efficiency and communication.
- Engaged with community members and sponsors, maintaining strong relationships and professional communication.
- Applied problem-solving skills to organize workflows, coordinate projects, and resolve operational challenges.

Target Corporation   **Tallahassee, FL**
Electronics Expert   July 2022—present
- Provided technical support to several customers daily, diagnosing and resolving issues with electronic devices.
- Assisted customers in diagnosing and resolving device connectivity issues, software problems, and general usability concerns.
- Assisted with warranty claims and device protection plans, ensuring customers had access to the best solutions for long-term device support.
- Answered a wide range of technology-related questions, helping customers understand device features, compatibility, and performance.
- Guided customers through resetting devices, updating software, and optimizing settings to enhance performance and security.

Shoe Station   **Tallahassee, FL**
Floor Leader   April 2021—July 2022
- Provided customer support and assistance, helping individuals find the right products based on their needs.
- Led a team of up to 8 associates at a time, ensuring clear communication, teamwork, and smooth daily operations.
- Assisted new employees by training them on store policies, procedures, and problem-solving strategies.
- Maintained an organized and efficient workspace, helping colleagues streamline tasks and work effectively as a team.
- Helped troubleshoot register and system-related issues, ensuring a smooth checkout process for customers.

PROJECTS

Home IT Infrastructure & Troubleshooting – Configured a travel router to create a secure, portable Wi-Fi network and managed a personal Linux server (RHEL/Rocky) for file sharing, networking, and automation practice.

Custom GameCube Controllers – Designed and built modified GameCube controllers, frequently troubleshooting hardware and firmware issues. I use soldering and microsoldering techniques.

Raspberry Pi DIY Projects – Integrated Python scripting, Linux system management, hardware customization, and API integrations to develop custom Raspberry Pi-based devices.

CERTIFICATIONS

Microsoft Office Specialist Excel Associate   **Issued November 2023**
Google IT Support Professional Certificate   **In Progress**
Red Hat Certified System Administrator   **Planned (2025)**
Red Hat Certified Engineer   **Planned (2026)**

SKILLS

IT Support & Troubleshooting: Windows OS, Linux (RHEL, Rocky), Microsoft Office Suite, Hardware & Software Troubleshooting.
Systems & Networking: MSSQL, Basic Networking, Active Directory, Remote Desktop (VMs).
Scripting & Automation: PowerShell, Python, Bash.
Tools & Platforms: Jira, Looker Studio, Tableau, GitHub.
Customer Service & Communication: Client Interaction, Incident Management, Teamwork & Leadership.