

Nicholas Stull

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Skills

- Programming & Scripting: Python, PowerShell
- Systems & Networking: Windows, Linux, DHCP, TCP/IP, DNS, LAN, Microsoft Windows Server, Active Directory
- Microcontrollers & Development Boards: ESP32s, Arduinos, Raspberry Pi Picos, Raspberry Pis
- Software Proficiency: VMware, CAD, Adobe suite, automation services
- Troubleshooting & Support: Desktop support, help desk, network support, software troubleshooting, IT support, customer support
- Server Management & Networking: Experienced in configuring and managing Microsoft Windows Server, Active Directory, remote access software and implementing network services such as DHCP, LAN, TCP/IP, and DNS
- Design & Documentation: Graphic design, organizational skills, Documentation including creating and maintaining comprehensive technical documentation, as well as in program documentation
- Tools & Technologies: Proficient in using Git, Linux, Docker, Adobe Products, VMware, CAD for various projects and applications

Work Experience**Southwestern Michigan College - Dowagiac, Michigan — Help Desk Technician**

October 2021 - November 2024

- Provided first and second level desktop support, troubleshooting hardware and software issues.
- Delivered AV support, break/fix services, and handled installations across campus.
- Managed printer setups, troubleshooting, and repairs for Dell, Lenovo, and HP devices.
- Supported daily operations with knowledge of MS desktop applications, Intel, and Apple systems.
- Delivered excellent customer service, maintaining strong troubleshooting and organizational skills.
- Collaborated with teams to assist in event setup, closure, and ongoing campus-wide support.

Martins Supermarket — Stevensville, Michigan

Cashier

December 2020 - December 2021

- Provided customer service and handled transactions in fast-paced environments.
- Adapted to high-pressure situations, ensuring smooth operations.
- Balanced cashier duties with customer service tasks and issue resolution.

Martins Supermarket — Saint Joseph, Michigan

Customer Service Clerk

May 2020 - September 2020

- Provided customer service and handled transactions in fast-paced environments.
- Adapted to high-pressure situations, ensuring smooth operations.
- Balanced cashier duties with customer service tasks and issue resolution.

Experience

Riverfront Optimist Club - Niles, Michigan — *Social Media Manager/Drone Pilot/Photographer*

August 2021 - August 2023

- Managed vendor logistics and booth assignments.
- Created and executed social media content and marketing campaigns.
- Produced drone footage and photos for promotional materials.
- Promoted festivals through local news and media.
- Assisted with event setup, breakdown, and vendor communications.

Home Lab — *Personal IT Infrastructure*

Ongoing

- Managed routers, switches, NAS, and data servers, gaining hands-on experience in networking and system administration.
- Configured and maintained Windows Server, Linux, and macOS systems.
- Worked with Active Directory, DNS, DHCP, TCP/IP, and VMware for virtual machine setups.
- Implemented NAS for storage and backups, ensuring data integrity.
- Gained experience in network security, firewalls, and Docker container management.
- Created and documented procedures for server and network configurations.

This is a brief rundown; exact details can be gladly discussed via email or phone.

Education

Southwestern Michigan College — *Associates in Information Technology Networking*

Sept 2021 - Dec 2024, Dowagiac, Michigan

Certifications

CompTIA IT Fundamentals (ITF+) Certification

CompTIA A+ Certification

References

Available upon request