

# NICHOLAS STULL

Technical Support Specialist

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📍 Berrien Springs, MI

🌐 <https://tinkernerd.dev>

## ABOUT ME

IT professional with expertise in troubleshooting, scripting, and system administration. Skilled in PowerShell, Python, and Docker, with experience in networking, server management, and home lab environments. Passionate about automation, documentation, and user support.

## WORK

### Help Desk Technician

Southwestern Michigan College

October, 2021 - November, 2024, Dowagiac, MI

- Developed and maintained a maintaince and provisioning PowerShell script for re-provisioning and configuring loaner computers
- Provided level 1 and 2 technical support for students, faculty, and staff
- 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.

### Cashier

Martins Supermarket

December, 2020 - December, 2021, Stevensville, MI

- 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.

## OPEN SOURCE

### Oppenheimer - Home Network Lab ↗

★ 0

Home Network Lab

### Loaner Management ↗

★ 0

maintaince and provisioning PowerShell script for re-provisioning and configuring loaner computers

### RaspiDigiDisplay ↗

★ 0

A Raspberry pi powered Digital Signage system

For more projects, visit my [GitHub](#), or [Visit my Projects Page](#)

## EDUCATION

Southwestern Michigan College Associates in Applied Science

2024

## SKILLS

### Programming & Scripting

Python, JavaScript

### Systems, Networking & Server Management

Windows, Linux, Microsoft Windows Server, Active Directory, DHCP, TCP/IP, DNS, LAN, remote access software, network support

### Microcontrollers & Development Boards

ESP32s, Arduinos, Raspberry Pi Picos, Raspberry Pis

### Software & Tools

VMware, CAD, Adobe suite, Docker, Git, automation services

### Troubleshooting & IT Support

Desktop support, help desk, software troubleshooting

## Design, Documentation & Organization

Graphic design, Documentation, technical documentation, program documentation, organizational skills

## CERTIFICATIONS

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<b>Comptia</b>	Comptia A+	2023-12-21
<b>Comptia</b>	IT Fundamentals (ITF+)	2021-05-04