

Nathan Shade

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Professional Summary

Current college student at ODU in pursuit of a Bachelor's Degree in Cybersecurity. Excited for an opportunity to learn new skills and further my knowledge in the IT industry. I have experience providing top notch customer service as well as tier 1 technical support. This includes experience working with Epic, Citrix, Active Directory, and hands on data center maintenance. I am looking forward to expanding my knowledge in the IT industry while contributing to your team to provide a top-notch experience for all end users.

Skills

- Understanding of computer hardware and OS
- Excellent Basic IT troubleshooting
- EPIC Troubleshooting
- Service Now Ticket Management
- Outstanding customer service skills
- Strong Sense of Integrity
- Printer trouble shooting
- Self-motivated
- Leadership
- Critical Thinking
- Self-Motivated and Resourceful
- Strong Communication Skills
- Fast Learner
- Team Work
- Desktop Support
- Problem-Solving

Experience

07/2023 – PRESENT

Operations Support Analyst / Valley Health, Winchester, VA

- Network Operations Center, including monitoring production interfaces, network devices, and battery temperatures
- Data center tasks such as swapping memory modules, hard drives, and racking/un-racking servers
- Provide off-hours helpdesk support to end users
- Monitor SOC alerts for the InfoSec team in the off hours
- Experience with Service Now ticket management, active directory, Epic, and many other tools to help provide end users with tier 1 support
- Collaborate with team members to resolve IT issues and manage tickets
- Cabling servers and switches in data center
- Monitor critical issues during off hours

04/2020 – 07/2023

Cashier Supervisor / Martins Food, Winchester, VA

- Resolved customer issues
- Supported cashiers in the daily operations of Martins Grocery store
- Worked with cash handling, sending money, domestic and international transactions, bill payment, and foreign exchange
- Worked on troubleshooting equipment including, cash registers, pin pads, Glory money machine, printers, etc...

Education

PRESENT – EXPECTED GRADUATION 05/25

Bachelors of Science Degree – Cyber Security

Old Dominion University

MAY 2020

Associate of Science Degree - Computer Science

Laurel Ridge Community College

Certifications

- CompTIA A+
 - CompTIA Network+
 - CompTIA Security+
 - CompTIA Secure Infrastructure Specialist
 - CompTIA IT Operations Specialist
 - ISC2 Certified in Cybersecurity
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Activities

- Volunteered at local hospital, worked with the IT team doing inventory of IT hardware
- Team Captain and All State athlete in both Cross Country and Track & Field
- Honor Society Member 2 years