

# Nathan Rodriguez

*Entry Level Help Desk Technician*

Phone: (555) 847-2931  
Address: Austin, TX  
Website: <https://linkedin.com/in/nathanrodrigueztech>  
Email: [nathan.rodriguez.tech@gmail.com](mailto:nathan.rodriguez.tech@gmail.com)

- Customer service professional transitioning to IT support with hands-on experience troubleshooting technical issues and training team members on new systems
- Currently pursuing CompTIA A+ certification with strong foundation in Windows 10/11, basic networking, and remote support tools
- Proven ability to resolve high-volume customer requests while maintaining 96% satisfaction rating and documenting solutions for team use
- Demonstrated patience and clear communication skills when explaining technical concepts to non-technical users
- Available for all shifts including nights, weekends, and holidays

## WORK EXPERIENCE

### Best Buy

March 2022 - Present

#### Customer Service Representative

- Resolved average of 60+ customer technical inquiries daily, achieving 96% satisfaction rating through patient troubleshooting and clear explanations
- Troubleshoot and performed basic maintenance on POS systems, tablets, and demonstration devices, reducing downtime by 25%
- Documented common device issues and solutions, creating quick-reference guide now used by 20+ team members
- Trained 8 new employees on troubleshooting protocols for smartphones, tablets, and basic computer issues
- Managed time-sensitive customer queue during peak hours, prioritizing requests based on urgency and complexity

### Starbucks

June 2021 - March 2022

#### Barista

- Resolved average of 50+ customer requests daily while maintaining 95% satisfaction rating during high-pressure peak hours
- Troubleshoot and performed basic maintenance on 3 espresso machines and POS system, preventing service interruptions
- Created and documented new drink preparation procedures, developing training materials for 5 new team members
- Managed time-sensitive order queue, prioritizing based on complexity and customer wait times

### Freelance

January 2023 - Present

#### Independent Technical Support

- Diagnosed and resolved hardware/software issues for 20+ clients, achieving 100% resolution rate
- Performed OS installations, data migrations, and malware removal using industry-standard tools
- Educated users on cybersecurity best practices and password management solutions
- Provided remote support using TeamViewer and Chrome Remote Desktop

## EDUCATION & CERTIFICATIONS

# University of Texas at Austin

May 2021

Bachelor of Arts in Communications

Relevant Coursework: Technical Writing, Database Fundamentals, Digital Media Production

Senior Project: Developed comprehensive user documentation for university's new student portal system

## TECHNICAL SKILLS

**Operating Systems:** Windows 10/11 (Advanced), Windows Server 2019 (Basic), macOS (Intermediate), Ubuntu Linux (Basic)

**Software & Applications:** Microsoft Office Suite, Google Workspace, TeamViewer, Chrome Remote Desktop, Slack, Zoom

**Networking:** Basic TCP/IP, DHCP, DNS troubleshooting, Home network configuration, pfSense firewall basics

**Ticketing Systems:** ServiceNow (training environment), Freshdesk, osTicket (self-hosted practice)

**Hardware:** PC assembly and troubleshooting, Printer installation and maintenance, Mobile device support

## CERTIFICATIONS

**CompTIA A+ (In Progress)**

Expected: April 2024

CompTIA

**Google IT Support Professional Certificate**

January 2024

Coursera

## HONORS

**Employee of the Month**

August 2023

Best Buy

Recognized for resolving 98% of customer technical issues without escalation

**Customer Service Excellence Award**

December 2023

Best Buy

Achieved highest customer satisfaction scores in department for Q4 2023

**Dean's List**

Fall 2020, Spring 2021

University of Texas

Maintained 3.6 GPA while completing part-time technical internship

## CONTINUOUS LEARNING

**Windows Server 2019 Fundamentals**

Microsoft Learn

35 hours

## Network+ Video Course

Professor Messer

Currently enrolled

## ServiceNow Fundamentals

ServiceNow Learning Portal

20 hours

### TECHNICAL ENVIRONMENT

## Home Lab Setup

Maintain home lab with 4 virtual machines running Windows Server 2019, Ubuntu Server, Windows 11, and pfSense

## Active Directory Configuration

Configured Active Directory environment for practicing user management and group policies

## Ticketing System Practice

Set up self-hosted osTicket system for practicing help desk ticket resolution workflows

## Hardware Support

Built gaming PC and upgraded components for family members, providing ongoing technical support

### TECHNICAL DOCUMENTATION & CONTRIBUTIONS

## Troubleshooting Guide Creation

Created comprehensive troubleshooting guide for common POS system errors, now used by 25+ retail associates

## Reddit Tech Support Contributor

r/techsupport

Active contributor with 75+ verified solutions, specializing in Windows and printer issues

## Personal Tech Blog

2023-Present

Tech Support Simplified

Published 15 articles explaining IT concepts for beginners, averaging 300+ monthly readers

## Volunteer IT Support

2023-Present

Austin Community Center

Provide weekly technical assistance to seniors learning basic computer skills