

Nathaniel Ward

nathanward01@outlook.com ❖ (563) 284-2248 ❖ Milan, IL ❖ <http://nathanielward.me>

STRENGTHS

- Versatility – Self-motivated, allowing for independent work, while being warm & collaborative for team efforts.
- Diversified experiences – Able to warmly interact with customers in the frontend & co-workers in the backend.
- Adaptability – Able to adjust to workflows and proprietary tools with ease.
- Detail oriented – Identifies problems and finds efficient solutions.

WORK EXPERIENCE

TekSystems

January 2024 – June 2024

Davenport Hardware Depot Technician – RSM

Davenport, IA

- Image PCs for new hires & existing partners using PXE Boot, configuring each machine for their specific LOB.
- Assisted in streamlining the workflow through remoting tools (RDM) and creation of scripted tools.
- Worked within ITAM and ServiceNOW to pull tickets and update information.

Cynet Systems

Aug 2023 – December 2023

SMO Deskside Tech – Arconic

Davenport, IA

- Worked with end users & top-level executives through the refresh program.
 - Image new PCs using PXE Boot.
 - Migrate data from old to new PCs using OneDrive, & CLI, PowerShell and RoboCopy based scripts.
 - Wipe old PCs drives using Lenovo's ThinkPad Drive Erase Utility.
 - Installed programs and system updates through SCCM, and network locations.
- Deployed kiosk and multi-user PCs to factory floor.
- Would pull and troubleshoot tickets in ServiceNOW.
- Pulled & validated user data from several sources including Active Directory, then entered into NetDoc.
- Utilized batch commands in CLI and PowerShell to accomplish various tasks.
- Created tools and rewired workspace to streamline the workflow and increase productivity.

ZTech Digital Solutions

Mar. 2003 – Present

Owner & Operator

Davenport, IA

- In-field Deskside and Remote Support for small and medium businesses (<http://ZTechDigital.Solutions>).
 - Find, replace, & troubleshoot faulty/obsolete hardware, software and OS, utilizing software to image, patch, network, & troubleshoot PCs, printers, routers, switches, and other office equipment.
 - Designed and wired networks and workspaces.
 - Setup and managed network raid storage with optional local & cloud backups.
 - Asset management and deployment, including ordering, imaging, and wiping.
- Consultation through guiding clients to a deeper understanding of the technological options available to them.

EDUCATION

Scott Community College

Jan 2013 – Dec 2016

Web Development and IT Security

Davenport, IA

- Achieved Dean's List 2 semesters in a row.
- Organized study groups to help fellow students succeed.

ACCOMPLISHMENTS, SKILLS & INTERESTS

- **Accomplishments** *Rewired and organized workbenches for better productivity. Created Scripts & Excel based tools which increased efficiency and productivity. Designed and hosted multiple charitable organizations websites and marketing campaigns.*
- **Skills** *Troubleshooting, Microsoft Office 365 (high proficiency with Excel), networking (TCP/IP, DHCP, DNS, PXI), RDC/RDM, virtualization, drive imaging, ServiceNOW, ITAM, Git, YAML, Visual Basic, JRE HTML5, CSS3, Python, Windows CLI, PowerShell, Bash, Linux, Windows Server, Active Directory, work space organization.*
- **Interests** *Photography, Drawing, Physical Fitness, Woodworking, Inspiring Others.*