

Nathanael Moyer

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Nathanaelmoyer.com

Enthusiastic IT professional seeking to enhance an organization while developing interpersonal and technical skills. Computer and Information Science major ready for a chance to use their communication skills and rapport. Ambitious automation and programming technician looking for a team to grow with.

Experience

Help Desk Support Specialist • The City of Ann Arbor

[November 2021 – Present](#)

My primary responsibility is maintaining and updating safety services information technology infrastructure utilizing tools such as Intune, Cradle Point modems, and mobile data computers.

I also assist with help desk infrastructure mobile device management, computer management, and general tickets with many software tools including but not limited to Intune, Microsoft Endpoint Configuration Manager, and Active Directory.

IT Help desk Intern • The City of Ann Arbor

[September 2019 – November 2021](#)

Utilize the Cireson Management system to create and maintain tickets. Computer imaging, end user assistance, and asset management. Helped deliver the Windows 7 end-of-life upgrade to Windows 10 project. Help service and maintain computer needs for employees of the City of Ann Arbor daily. Assist and educate end-users at all experience levels on hardware and software.

Front Desk Supervisor • Graduate Ann Arbor

[June 2021 – September 2021](#)

Encompassing the responsibilities as the Front Desk Lead, I am also responsible for working closely with managers to train new employees, work with employees to always improve and utilize employee skills, and enforce, revise, and remove certain standard operating procedures to make sure the hotel is always providing the best experience for guests.

IT Assistant • Graduate Ann Arbor

[June 2021 – December 2022](#)

Utilize the Asset Tiger inventory management system to record and keep track of all IT related items in the hotel. Items include computers, servers, switches, and other networking equipment. Provide initial diagnosis for technical issues and recommend necessary actions to resolve issues as well as answer general technical questions.

Front Desk Lead • Graduate Ann Arbor

[July 2020 – June 2021](#)

On top of the responsibilities of a Front Desk Agent I oversee inventory in the hotel, respond and fix guest service failures, and keep daily communication with managers. Using the Opera Property Management System, I am responsible for communicating guest requests, managing billing on reservations, and running reports on various revenue that guests charge to their rooms.

Experience (continued)

Front Desk Agent ▪ Graduate Ann Arbor

[February 2017 – September 2019](#)

Responsible for taking care of guests checking in, throughout their stay, and as they leave. Key customer service check point and point-of-sale clerk. I have learned to work with people and to multi-task to keep things running smoothly. Cultivated the highest levels of hospitality every day.

Sales/Warehouse staff ▪ The TV Warehouse

[June 2014 – January 2017](#)

Assist a wide variety of customers explore their options and find the best fit for their needs in the audio/video department as well as keeping the warehouse inventory stocked and well organized.

Education

Bachelor's of Computer and Information Science ▪ University of Michigan - Dearborn

[Class of 2022](#)

Computer programming languages: C++, Assembly, HTML, etc., and software engineering tools used to plan projects. Data management and statistical analysis. Computer networking and distributed processing.

[Diploma verification link](#)

References

Markus Davis, Help desk Manager
The City of Ann Arbor

Jackson Miller, Front desk Manager
Graduate Ann Arbor

Jonathan Bougher, Infrastructure Specialist
The City of Ann Arbor

Jeff Johnson, Owner of the TV Warehouse
The TV Warehouse

Chris King, Hotel Manager
Graduate Ann Arbor

Skills

- Competent knowledge of Microsoft System Center Configuration Manager (SCCM), Active Directory, Windows, and general computer hardware.
- Experience coding with C+, HTML, and Java
- Skilled at keeping documentation for all work, including documentation for technical steps required to complete complex tasks.
- Fast learner in almost any subject
- Work well with people, rapport builder.
- Detail oriented with a strong desire to ensure all process are followed.

Activities

I am a computer enthusiast having built and worked on many computers since I was very young. I love to learn anything and everything I can in the computer science, programming, and Information assurance arena. I was in the scouting program for almost 15 years as a scout. When I became an adult, I served in many leadership positions in my troops, including Scout Leader.

I have been a motorcyclist for four years and a member of a small group of riders. Maintaining, upgrading, and riding my bike is a deeply rewarding experience. The freedom and peace it brings to me is more than an escape but an expression of a life worth living.