

# Nathan Rodriguez

## IT Professional

### Contact

San Antonio, TX  
rodriguez-nathan1995@gmail.com

### Education

Southern New Hampshire University  
Manchester, NH  
BA in Political Science  
2022 to Present

### Key Skills

Desktops, Laptops, Printers

Windows, macOS, Linux

Microsoft 365, Google Suite

Networking (Ethernet, Wi-Fi)

Diagnostic Utilities

Remote Desktop

Slack, Teams, Zoom

### Objective

Seeking a role as a dedicated IT Professional with a proven record of optimizing technology operations and delivering exceptional service. Proficient in troubleshooting, effective communication, and adapting to evolving IT environments. Skilled at resolving complex issues while prioritizing a positive user experience.

### Experience

*June 2022 to Present*

IT Technician • Charlotte ISD - Charlotte, TX

- Providing technical support for hardware and software to multiple campuses, ensuring uninterrupted operations.
- Collaborating with cross-functional teams to maintain and enhance the effectiveness of technology infrastructure.
- Diagnosing and resolving technical issues promptly to minimize disruptions in educational activities.
- Conducting training sessions to empower users with efficient technology utilization.
- Ensuring the secure and efficient functioning of hardware and software systems.
- Maintaining up-to-date knowledge of the latest technology trends and advancements to drive continuous improvement.

*February 2022 to June 2023*

Political Field Representative • Self Employed - Texas

- Successfully managed and led a team of field staff, overseeing recruiting efforts and training.
- Conducted effective door-to-door voter outreach and phone banking campaigns to engage with constituents and promote political initiatives.
- Demonstrated strong leadership skills by conducting team meetings, reporting on call campaigns, and ensuring alignment with project goals.

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- Maintained accurate and up-to-date reports to track progress and identify areas for improvement.
  - Managed field directors and staff, fostering a collaborative and results-driven work environment.

**Relevance to IT Position:** This experience has honed my leadership, project management, and data analysis skills, which are directly transferable to an IT role. I am adept at organizing teams, ensuring effective communication, and managing data, all of which are crucial in delivering IT services and support within a higher education institution. I am eager to leverage my skills and dedication to contribute to technology initiatives.

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*April 2016 to September 2022*  
IT Technician • Dilley ISD - Dilley, TX

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- Offered hands-on technical support for hardware and software across multiple campuses within the school district.
  - Collaborated effectively with cross-functional teams to proactively maintain and enhance our technology infrastructure.
  - Diagnosed and resolved issues swiftly, minimizing disruptions to critical educational activities.
  - Conducted targeted training sessions, empowering users to maximize our technology resources.
  - Actively sought opportunities to implement innovations that improved efficiency and effectiveness, staying updated with emerging technology trends.

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## Certifications and Licenses

### Harvard University: U.S. Government

- HKS101A\_1: American Government: Constitutional Foundations
- KS101A\_3: Citizen Politics in America: Public Opinion, Elections, Interest Groups, and the Media
- HKS101A\_2: U.S. Political Institutions: Congress, Presidency, Courts, and Bureaucracy
- HKS101A\_4: U.S. Public Policy: Social, Economic, and Foreign Policies

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## References

Available upon request.