

Nathaniel (Nate) Hussell

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Objective: To obtain a position as an IT Specialist, leveraging my technical skills, experience in teaching and program management, certifications, and passion for technology to contribute to the success of an organization.

Certifications:

CompTIA A+ ce

CompTIA Network+ ce Sept 2023

Google IT Support Professional Certificate

Education:

DMA, MM Shenandoah University

BA Virginia Tech

Experience:

- IT Administrator, CFRC, March 2022-present
 - Designed and maintained the organization’s website, ensuring a robust online presence and delivering current information to members and the public. Leveraged web development tools and content management systems for effective website upkeep.
 - Provided ongoing maintenance for the organization’s laptops, including hardware and software upkeep. Diagnosed and resolved technical issues, executed updates, and safeguarded the functionality and integrity of all laptops.
 - Implemented and customized the osTicket help desk system, enhancing the organization’s support ticket management. This streamlined communication with members and improved issue resolution efficiency.
 - Implemented and managed Group Policy settings, optimizing security measures and streamlining IT administration within the organization’s Windows-based environment.
 - Established and configured a Network Attached Storage (NAS) system with TrueNAS, creating a centralized and accessible data repository for organizational files. Deployed FileZilla for remote file access, enhancing data sharing and management. Additionally, oversaw firewall and VLAN configurations for the NAS to fortify data protection and regulate access.
- IT Tutorials/Projects, hussell.tech, August 2022-present
 - **Deployed** dual domain controllers running Active Directory and DNS servers in Microsoft Azure. This platform can further be used for creating users with PowerShell, testing Group Policy, VPN scenarios, and Azure AD Connect.
 - **Created** an online Helpdesk suite using osTicket. Configured Microsoft Azure Cloud/Virtual Machine and osTicket installation using: Remote Desktop, Internet Information Services, PHP, SQL, and C++.
 - **Configured** and deployed osTicket from a blank Helpdesk to set up Admins, Support Agents, Roles, Departments, Teams, Users, a User Directory, SLA’s and Help Topics
 - **Demonstrated** the Ticket Lifecycle by submitting three tickets to osTicket IT Helpdesk System running on Microsoft Azure, triaged those tickets according to

SLA's, and resolved tickets according to severity with a follow-up with the end-users to ensure satisfaction in customer service and system functionality.

Employment History:

- Itinerant Band Music Teacher, Fairfax County Public Schools, August 2018-present
 - Taught grade 5/6 instrumental to approximately 120 students per year, utilizing various instructional technology tools and platforms to facilitate learning
 - Adapted quickly to virtual learning during the Covid-19 pandemic, implementing a variety of techniques to engage students and maintain high levels of participation
 - Designed and implemented lesson plans that incorporated technology to enhance learning outcomes and meet individual student needs
 - Managed classroom technology and maintained equipment to ensure smooth operation
- Summer Learning Site Director, Fairfax County Public Schools, 2022
 - Directed the successful execution of the summer 2022 Bridge 2 Kindergarten, SOAR, and Young Scholars program for Saratoga Elementary School, collaborating with various departments to provide students with high-quality educational experiences
 - Managed the enrollment process, maintaining frequent communication with families and ensuring timely and efficient registration
 - Coordinated with SBTS and TSPEC to provide technology resources and day-to-day IT support to students and staff, contributing to the smooth operation of the program
 - Assessed and hired a team of 13 teachers, instructional assistants, and operational staff, fostering a positive and productive work environment