NATHANAEL MOODY

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Summary

Passionate IT Specialist with over two years of experience in IT support, troubleshooting, and system administration. Skilled in hardware diagnostics, software troubleshooting, and IT service management (ITSM) tools, ensuring seamless IT operations for teams. Adept at supporting Windows and macOS environments, managing network devices, and resolving complex technical issues. A problem-solver with strong customer service skills, committed to helping creative teams optimize workflows and enhance system reliability. I am excited to contribute my technical expertise and passion to support the development of groundbreaking products.

Skills

- **IT Support & Troubleshooting**: End-user support, hardware diagnostics, peripheral setup
- **Operating Systems**: Windows, macOS, Linux
- **Network & System Administration**: Basic network configuration, troubleshooting, and security best practices
- **IT Service Management (ITSM)**: Jira, ServiceNow, Zendesk
- **Hardware Knowledge**: PC assembly, performance tuning, and component replacement
- **Software & Security**: System updates, antivirus management, encryption tools
- **Customer Service & Communication**: Technical documentation, user training, IT support ticket resolution
- **Process Improvement & Documentation**: Knowledge base articles, best practice implementation

Experience

Cyberpunk 2077 Modding Community

IT Support & Technical Contributor | Present

- Provided technical troubleshooting and debugging support for game modifications, ensuring stability and compatibility with updates.
- Assisted community developers with hardware diagnostics, performance optimization, and technical documentation.
- Managed knowledge-sharing initiatives, documenting troubleshooting procedures and optimizing system configurations.

Planet Fitness Supreme LLC.

General Manager | Jan. 2023 – April 2024
Assistant Manager | Aug. 2022 – Jan. 2023

- Led **customer engagement initiatives, responding to feedback, handling inquiries, and improving satisfaction ratings**.
- Managed **marketing materials, social media campaigns, and brand engagement strategies** to drive customer retention.
- Implemented **data-driven insights to enhance customer experience and improve business performance**.
- Managed operations of a new gym location, including team recruitment, training, and performance monitoring for a staff of 12.
- Designed performance metrics to enhance member satisfaction and staff efficiency, achieving consistent sales growth.
- Produced detailed reports on operational performance and led adaptive strategies for continuous improvement.
- Ensured safety and quality standards through rigorous audits and facility assessments.
- Led **IT system management and troubleshooting**, resolving **hardware/software issues** and ensuring business continuity.
- Managed **POS systems, network connectivity, and security compliance**, optimizing operational efficiency.
- Provided **technical support to internal teams**, ensuring **reliable system performance of web-based technologies**.

California State University, Fullerton

Guest Instructor – CPSC 223C Computer Science | Spring 2022

- Taught hardware troubleshooting, system optimization, and debugging techniques to students.
- Developed technical documentation and training materials to streamline IT-related coursework.
- Tutorial video available at: https://youtu.be/MBns1qU1OBU.

Stitch Note USA Inc.

Creative Director & IT Support | Dec. 2015 – Aug. 2016

- Managed company-wide IT support, ensuring smooth operations for digital design tools and workstations.
- Provided hardware troubleshooting and system administration support, maintaining optimal workflow efficiency.

Education
California State University, Fullerton
Bachelor of Arts in Graphic & Web Design | May 2023

Certifications
- **Microsoft Azure Fundamentals**

Additional Information
- **Technical Curiosity**: Dedicated to **researching new IT solutions and optimizing workflows for development teams**.