

# NATE MARCELLUS

## IT SUPPORT TECHNICIAN

### CONTACT

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### EDUCATION

2024 - Present

CHATTAHOOCHEE TECH

- AAS Computer Programming

2020 - 2024

MARIETTA HIGH SCHOOL

- High School Diploma

### SKILLS

- Customer Support
- Windows & System Administration
- Ticketing System
- Technical Troubleshooting
- Documentation
- Remote Support Tools
- Scripting & Automation
- Email Configuration and Recovery
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### LANGUAGES

- English (Fluent)
- French (Fluent)
- Creole (Intermediate)
- Spanish (Intermediate)

### PROFILE

Entry level IT Support specialist with 2 years of experience providing technical support, troubleshooting systems, and resolving user issues ranging from hardware issues to software issues. Skilled in customer service, system maintenance and problem solving while also having a strong foundation in programming and web development. Passionate about helping users and growing into advanced IT and software engineering roles.

### WORK EXPERIENCE

**PPL - (Independent Contractor - NexRep)** 2024-2025

Technical Support / Help Desk Technician

- Provided remote technical support for PPL customers, assisting with account access, software setup, and system troubleshooting.
- Diagnosed and resolved client issues through calls, live chat, and ticket based systems.
- Documented all interactions and escalated complex problems to Tier 2 or engineering teams.

**SyteSpace** 2020 - 2021

Tier 2 Technical Support Specialist

- Supported users and clients on Pterodactyl Panel, addressing hosting, configuration, and server deployment issues.
- Handled Tier 2 support tickets and provided in-depth troubleshooting for both frontend and backend components.
- Maintained accurate documentation of bug reports, resolutions, and user feedback to improve service efficiency.

### CERTIFICATES

**Information Technology Fundamentals**  
*IBM-SkillsBuild*

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**Ubuntu Linux Training**  
*Cursa*

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**Responsive Web Design**  
*freeCodeCamp*

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