

NATHAN GLOVER

27 Canning Highway, Victoria Park
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SUMMARY

Specializing in Server 2012 / Hyper-V and Windows System support

SKILLS

Time Management	Customer Service	Teamwork
Retail	Microsoft Servers	Microsoft Virtual Server
Hyper-V	DNS	DHCP
Active Directory	N-Able	Inventory Management
Microsoft Office	Merchandising	Team Leadership
Microsoft Excel	Netgear	Store Management
Loss Prevention	Store Operations	Microsoft Word

EXPERIENCE

Command IT Services

11 / 2012 - Present

Support Technician

Design, configure, install and support Networking and Server solutions to a number of Small/Medium businesses across the Perth and Pilbara Region. Working remotely, I task myself to troubleshoot, diagnose and resolve any issues that our customers might be having. My role requires me to work and solve issues independently; but also offer my skills and knowledge to the other Technicians in my team.

- Documentation (Work Instructions, Network topology Diagrams)
- Monitoring and site management for over 70 businesses across Western Australia through SolarWinds N-able Technologies
- Proper phone etiquette and strong relationships with my clients
- Design and implementation of Server 2008/2012 solutions in offices ranging from 5-70 users
- Implementation of Visualized Server solutions
- Experience with a range of Netgear solutions including UTM's, ReadyNAS/Data, WAP's and Switching

EB Games

11 / 2009 - 11 / 2012

Sales

Assisted Customers but providing Trusted and Knowledgeable advice in a retail environment. Developed a strong connection of loyalty and trust from my Customers. Worked in a number of different Branches across Perth and was able to easily pick up tasks and complete my work at a High standard no matter the location.

- Stock Management (Stocktake and daily/weekly counts of all Products)
- KPI Tracking and Training for myself and my co-workers
- Strong, Loyal Customer relationships
- Managing tasks and time-frames for Co-workers to follow

Coles

04 / 2008 - 05 / 2009

Night Filler

Worked in a fast paced environment unpacking and stocking shelves

- Able to work at a Quick and steady pace to complete my assigned work
- Assisting management with task Delegation

EDUCATION

eCentral Tafe

2011 - 2012

Diploma of IT , Networking

Rossmoyne Senior High School

2003 - 2008

CERTIFICATIONS

Server Virtualization with Windows Server Hyper-V & System Center (074-409)

02 / 2014

Prometric