

# NATHAN CECH

2820 Fletcher Ave.  
Lincoln, NE

(402) – 276 – 9379  
ncech1110@gmail.com

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## QUALIFICATIONS

- Knowledge of Microsoft Office, including Word, Excel, and PowerPoint
- 1 year of web development experience
- 3 years of customer service experience through previous employment
- Problem solving skills in troubleshooting computers and applications
- Knowledge in C# and Java, HTML, CSS and JavaScript
- Experience in ASP.NET through employment
- Experience working with version control such as Git and TFS

## EDUCATION

### High School Diploma

Columbus High School, Columbus, NE

**Graduated January 2018**

### Associate of Applied Science

Application Development  
Northeast Community College, Norfolk, NE

**Graduated May 2020**

## EMPLOYMENT

### Software Support Rep. | Software Technology

Lincoln, Nebraska

**Nov. 2020 – Current**

- Provide technical support for Tabs3 and PracticeMaster to clients over the phone
- Troubleshoot technical questions and engage in problem resolution
- Obtain client feedback and provide input to improve client satisfaction
- Maintain accurate, thorough call records in Software Technology's call tracking system
- Suggest updates to documentation and additions to software

### Customer Service Rep. | Northeast Community College

Norfolk, Nebraska

**Aug. 2019 – Aug. 2020**

- Responsible for making HTML changes to Northeast website
- Collaborated with web development team
- Assisted in the creation of the website redesign
- Corrected website typos, broken links
- Work with internal clients to make changes to the website

### Dairy Stocker | Hy-Vee

Columbus, Nebraska

**Aug. 2017 – Aug. 2018**

- Responsible for keeping shelves organized
- Ensured customer safety by checking product expiration dates
- Assisted customers to locate items throughout the store
- Placed missing items from storage
- Customer service experience

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## REFERENCES

Curtis Scheer  
Director of Web and Enterprise Systems  
curtis@northeast.edu  
402-844-7078 – Work  
402-640-0352 – Mobile

David Cone  
Application Developer  
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402-744-7483 – Work

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