

NICK SEEMANN

1818 28th St, Apt 6 ◊ Rock Island, IL 61201
(563) · 742 · 0012 ◊ nick@nickseemann.com

EDUCATION

Scott Community College
A.A. in Arts

May 2010

Iowa State University
Computer Science

August 2010 - March 2014

EXPERIENCE

RSM US LLP

Service Desk Analyst

October 2014 - Present

Davenport, IA

- Hardware Manager - SCCM imaging of Service Desk computers, maintain inventory of SD hardware.
- L1.5 Analyst - Additional training and rights to assist with L2 SD issues.
- Troubleshoot and assist customers via Telephone, Email, and Live Chat.
- Use critical thinking and problem solving skills to determine the root cause of issues.

CIPAFilter

Technical Support

April 2014 - October 2014

East Moline, IL

- Remotely managed and troubleshot firewall and content filtering appliances.
- Assisted with integration of appliances into existing networks.
- Investigated and researched mobile applications to add content blocking rules.
- Wrote documentation to assist customers with implementing their own filtering rules.

Ames Laboratory

System Administrator

July 2012 - December 2013

Ames, IA

- Managed user access and files through Kerberos, LDAP, and AFS.
- Administered cluster computer environments and batch jobs via PBA.
- Maintained and installed new server hardware.
- Troubleshot computer, printer, and network issues.

Lowe's

Cashier

May 2010 - January 2012

Davenport, IA

- Worked as a team to fulfill goals
- Interacted with a vast array of different individuals on a daily basis
- Learned to deal with busy, high stress situations

K&K Hardware

Lumber Associate

September 2009 - May 2010

Bettendorf, IA

- Assisted customers with their purchases.
- Operated power equipment and tools.
- Delivered products to customers.

EXPERIENCE CONTINUED

Gamerz Arena

Assistant Manager

July 2006 - September 2009

Davenport, IA

- Oversaw day to day operations, ordering and inventory.
- Maintained Linux file servers used for managing disc images and user files.
- Set up tournaments and special events around the community.

GameStop

Sales Associate

November 2005 - July 2006

Davenport, IA

- Helped customers find their desired products.
- Gave insight and recommendations to customers.

TECHNICAL STRENGTHS

Programming

C#, Java, C++, MySQL

Tools & Software

Powershell, Active Directory, SCCM, Citrix XenServer, Windows Server, CaseWare, Microsoft Office, SVN, Git, Netbeans, Eclipse, Visual Studio