

# NICK SEEMANN

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## EDUCATION

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**Scott Community College**  
A.A. in Arts

*May 2010*

**Iowa State University**  
Computer Science

*August 2010 - March 2014*

## EXPERIENCE

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**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 troubleshoot 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.
- Troubleshoot computer, printer, and network issues.

## TECHNICAL SKILLS

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**Programming**

C#, Java, C++, MySQL

**Tools & Software**

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