
NATHAN J RUSSELL

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Summary

Enthusiastic Support Engineer with a strong background in customer success and operations, dedicated to helping customers find effective solutions. Committed to enhancing user satisfaction and continuously learning new skills to deliver an exceptional experience.

Skills

- Customer Oriented
 - Leadership
 - Analytical
 - Continuous learning
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Work Experience

Cloudflare - Senior Technical Support Engineer 01/2022 - Current
Henderson, NV (Remote)

- Dedicated to delivering effective solutions and assisting customers in troubleshooting their Zero Trust networks and environments with Cloudflare products, including the WARP client, IdP integrations, and Cloudflare Tunnels. These tools enable remote access to internal resources, enhancing overall security for users..

BuyerBridge, Inc - Support Analyst 01/2021 - 12/2022
Henderson, NV (Remote)

- Conducted applications diagnostics to investigate and resolve problems and provide technical support for automotive dealer's multi-advertising solution for automotive and also assisting other support members. In this position, I was promoted to support manager.

Real Geeks, Inc - Support Technician 12/2019 - 01/2021
Dallas, TX (Remote)

- Duties involved supporting Real Estate brokers and agents in the set up of their SaaS platform which included administrating their website backend, CRM, email campaigns and other integrations. In this position, I was promoted to customer retention specialist where we focused on retaining unsatisfied clients.

Kroger - Manufacturing Information Technologist 08/2018 - 06/2019
Fort Worth, TX

- Assigned with the tasks of providing IT and automation support to office and manufacturing plant which includes supporting network switches, workstations, servers, VMs, HMI screens and PLCs.

AT&T - AT&T Network Operations Field Manager 06/2014 - 09/2017
Dallas, TX

- Accepted into Leadership Development Program and tasked with managing a team of U-verse premise technicians who install and repair IPTV, VoIP, Fiber, DSL, and DirecTV in both commercial and residential settings.

Education and Training

Old Dominion University
Norfolk, VA (2012)

BSBA, 3.4 GPA:

- Information Systems & Technology:
Network Engineering Specialization

Internships:

- Huntington Ingalls Industries in Nuclear Overhaul department building databases for the quality team in order to prevent injuries and accidents from happening. One project included making a Lessons Learned database.

Activities & Awards:

- Information Systems and Project Management Professionals, Secretary (2010-2012)

Socials:

<https://www.linkedin.com/in/nathan-russell-00485a19/>