

# NATHANIEL ROPER

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## EDUCATION

*University of Pittsburgh, School of Computing and Information*

### **Bachelor of Science in Information Science - 2024**

- Relevant Coursework: Advanced Web Development, Cybersecurity, Database Management
  - Achievements:
    - Competed in National Cyber League Challenge 2024 (Top 15% nationally)
    - Placed in DoD Cyber Sentinel Skills Challenge 2024 (Top 25% team)
    - CompTIA Security+ Certification (Expected: March 2025).
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## PROFESSIONAL EXPERIENCE

### ***IT Support Technician – Common Crow Books, Oakland, PA***

**Oct 2024 – Present**

I provide technical support for 7 clients across two businesses, resolving hardware and software issues to ensure seamless operations. I work with managers to design and implement tailored tech solutions while also streamlining system maintenance processes to minimize downtime.

- Streamlined network maintenance processes, reducing downtime by 20%.
- Implemented Google Marketplace for inventory tracking, improving efficiency.
- Resolved hardware/software issues, ensuring minimal disruption to business operations.

### ***IT Helpdesk Technician – University of Pittsburgh, Pittsburgh, PA***

**Jan 2022 – Mar 2023**

I supported students, faculty, and staff by troubleshooting IT issues, installing software, and assisting with network connectivity. My efforts contributed to a more efficient and user-friendly IT environment for the university community.

- Assisted over 200 users with network connectivity and software installation.
- Resolved IT issues promptly, achieving a 95% satisfaction rate in user feedback.
- Provided training to users on IT best practices, reducing recurring issues by 30%.

### ***Student Web Developer – University of Pittsburgh, Pittsburgh, PA***

**Nov 2020 – Sep 2021**

I redesigned and optimized 2 department websites, ensuring compliance with the university's new design standards. My focus on UX improvements led to an increase in user engagement.

- Redesigned 2 department websites using Drupal.
  - Implemented UI and UX enhancements, resulting in a 10% increase in user engagement.
  - Collaborated with cross-functional teams to ensure timely project delivery.
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## TECHNICAL SKILLS

- Languages: HTML/CSS, JavaScript, Python, SQL
  - Frameworks/Tools: React (Basic), Git, Linux, Adobe Creative Cloud
  - Cybersecurity: Vulnerability Assessment, Risk Mitigation, Kali Linux
  - Databases: MySQL, MongoDB
  - Certifications: CompTIA Security+ (In Progress)
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## EXTRACURRICULARS

### ***Cybersecurity Escape Room | Team Lead***

- Lead a 7 person team to develop an interactive challenge that simulates a security breach.
- Taught 50+ students about common security practices, earning 4.8/5 when surveying participant satisfaction.

### ***Portfolio Website | Solo Project***

- Built a responsive website with dynamic JavaScript features; deployed via GitHub Pages