

DAEGAN TODD NESSELRODE

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OBJECTIVE | Seeking an entry-level IT-related position in the Jacksonville area or remotely

SKILLS & ABILITIES

- Operating Systems: Windows 10, Windows 11, Linux
- IT infrastructure services
- Computer networking
- Computer security
- System administration
- Troubleshooting
- Programming: Java, HTML, CSS, JavaScript, SQL
- Customer service
- Analysis skills

CERTIFICATIONS | **GOOGLE IT SUPPORT**
OBTAINED AUGUST 2023

EXPERIENCE | **TELETECH HOLDINGS INC. JACKSONVILLE, FL**
JUNE 2020-PRESENT

- Senior Client Advocate: December 2020-Present
- Work from Home Customer Service Rep: June 2020-December 2020

KRYSTAL RESTAURANTS LLC JACKSONVILLE, FL
JUNE 2012-JUNE 2020

- Shift Leader: January 2017-June 2020
- Crew Trainer: August 2016-January 2017
- Crew Member: June 2012-August 2016

EDUCATION | **UNIVERSITY OF NORTH FLORIDA JACKSONVILLE, FL**
BACHELOR OF SCIENCE IN COMPUTING & INFORMATION SCIENCES
Degree Awarded April 2016

ST. JOHNS RIVER STATE COLLEGE PALATKA, FL
ASSOCIATES OF ARTS
Degree Awarded April 2014

REFERENCES | Available upon request