

# DAEGAN TODD NESSELRODE

Jacksonville FL | dnesselrode@outlook.com | (904) 624-9403

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

## **SKILLS & ABILITIES**

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

## **CERTIFICATIONS**

### **COURSERA**

GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE

Obtained August 2023

## **EXPERIENCE**

### **TTEC SERVICES CORP. REMOTE**

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