

Nathan DeGruchy

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Summary

Technology Support Specialist with extensive experience supporting a 1,500+ user environment with a focus on providing professional and expedient services. Expertise in:

- Windows 8/2012 Server
- Microsoft Office (*including Office 365*)
- Symmantec Ghost & ImageX
- Windows Networking
- Active Directory
- Systems Center Service Manager

Computer Skills

Operating Systems Windows, Windows Server, MacOS X, GNU/Linux

Office Software Microsoft Office, Office 365, InfoPath and SharePoint

Server Software Active Directory, Windows Server, IIS, LAMP, MySQL

Programming Languages PHP, JavaScript, Shell, jQuery, CoffeeScript, CSS3, Bootstrap

SharePoint Experience Built-in Workflows, Custom Workflows, Custom Lists

Assistive Tech. WindowEyes, Duxbury Braille Translator

Experience

Connecticut Center for Advanced Technology

2016–Present **Desktop Support Technician II**

Manage, maintain and support numerous desktop, server and infrastructure projects at a variety of locations for non-profit entities in the Jacksonville and Connecticut area.

GridIronNow.com

Late 2015 **WordPress Developer**

Implemented new features, styles and administrative components for the GridIronNow.com website utilizing HTML5, CSS3 and various WordPress and PHP techniques

Achievements:

- Implemented new menu system with WordPress Ubermenu
- Implemented new shortcodes for an upcoming 'features' page that displays videos and custom stories
- Implemented new plugin with custom database system for storing, organizing and retrieving team, score and conference information
- Implemented new slideshow system for mutli-page stories

Florida Coastal School of Law, Jacksonville, FL

2008–2015 **Web Systems Administrator**

Managed, maintained and developed web-systems using Drupal and WordPress for various requirements for students, faculty and staff.

Achievements:

- Attained top-ten ranking in “Georgetown University’s Top 10 Law School Home Pages” 3 years in a row¹
- Provided 1st through 3rd tier Technical Support
- Managed SharePoint/InfoPath-based forms and workflows
- 10-Years of Service Award
- Staff Excellence Award (2012)
- Provided user training classes and one-on-one sessions

2005–2008 **Computer Support Specialist**

Provided 2nd and 3rd tier technical support for over 1,200 students and over 300 faculty and staff members.

Achievements:

- Generated and deployed system images in the form of Symmantec Ghost and Microsoft’s ImageX
- Managed and troubleshot over 300 faculty & staff computers and a computer lab
- Managed and maintained Microsoft Windows Software Update Services (WSUS)
- Developed and implemented best practices and standard procedures documentation

Navigator Publishing, Portland, ME

2001–2003 **Web Assistant**

Managed web-content publishing, transference of archived print to web systems. Various administrative tasks such as backup, e-mail support and desktop support.

Education

Florida State College at Jacksonville, Jacksonville, FL

2012–present **Networking Services Technology, A.S.**, *Current GPA 3.6*

Certifications

Microsoft Microsoft Certified Professional (2016)

Apple ACMT

CompTIA A+ Professional

CompTIA Network+ Professional

FSCJ Information Technology Technician

FDLE CJIS Security Training (March 2017)

Professional Development

Languages ASL - Basic Proficiency

DrupalCon Washington D.C., Denver, CO, San Francisco, CA, Chicago, IL

Volunteer Hubbard House

¹In 2010 (#7), 2011 (#5), and 2012 (#5) (no results from 2013 onward)