**Nathan S Ballard**

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**Professional Summary:**

Success driven, versatile individual with proven abilities in management, problem solving, and analytical thinking, and over 10 years of experience in community relations, leadership, and investigations. Genuine polymath, with adept knowledge of computers, networks, and servers, with over 4 years of experience diagnosing and maintaining complex hardware, software, and mechanical systems, and more than 15 years of experience with Microsoft, Google, and Oracle programs. Currently completing a bachelor’s in information technology, hold a 4.0 GPA, and have received additional training/certification from Vets to Tech Front-End Web Development, IBM’s Data Analytics, and AMU programming courses.

**Skills:**

* Time management
* Self-motivated
* Teamwork
* Communication
* Adaptable
* Collaboration
* Problem solving
* Reliability
* Punctuality
* Analytical

**Areas of Expertise:**

* Top Secret/ SCI Security Clearance
* Public speaking
* Attention to detail
* Risk Management
* Operational planning
* Photoshop
* Equal Opportunity Leader
* Mentorship
* Proficiency in Python, JavaScript, HTML5, CSS, and Velo programming languages
* Maintain, troubleshoot, and repair complex hardware, software, electronic, and mechanical systems

**Experience:**

Resurgence IT (May 2022-Dec 2022)

IT Technician/Web Developer

* Run, install, and setup Ethernet lines, conduit, access points, servers, switches, security systems, PCs, and networking components for Zev Technologies.
* Maintained networking, software applications, and all related hardware and software systems for 2 facilities employing more than 120 personnel.
* Provided remote support for numerous other Resurgence IT clients located throughout the US.
* Collaborated with RIT’s web team to develop numerous websites and implement custom elements and code.

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US Army (June 2018-May 2022)

Senior Systems Maintainer

* Supervised, trained, and provided technical guidance to 20 employees, producing highly skilled and effective maintenance teams.
* Identified common equipment faults, managed, and maintained maintenance records, and employee work hours, creating work accountability and virtually eliminating equipment down time due to common malfunctions.
* Created and planned work schedules for over $80 million in equipment, reducing equipment down time for scheduled services and repairs by 30%.
* Successfully troubleshot, repaired, and maintained the hardware, software, and operating components for more than 25 pieces of heavy equipment, including their communication, armament, thermal, scanning, processing, environmental, electrical, and mechanical systems, achieving and keeping a high-level operational readiness.

US Army (November 2015- June 2018)

Operations Supervisor

* Collaborated in the planning and implementation of procedures and multinational operations at a corporate level, ensuring sufficient assets we emplaced to accommodate more than 600 employees.
* Vetted employees for higher learning opportunities, training, and military schools, resulting in over a 90% successful completion rate.
* Provided professional, personal, tactical, and technical guidance to employees during daily interactions, training, and airborne operations, producing highly effective, knowledgeable teams.
* Worked with employees and superiors to successfully implement protocols to help mitigate risks and injuries during training exercises and generate positive behavior and work environments.

Conover Police Department (June 2004-November 2015)

Police/SWAT Officer

* Directed, advised, and developed junior officers and effectively enforced local, state, and federal laws, utilizing investigative techniques and secure network applications.
* Conducted community policing activities to encourage positive community relationships; acted as a liaison during community meetings and established numerous community watch programs.
* Efficiently answered thousands of calls for service, gathered evidence, interviewed witnesses and suspects, and investigated crimes of all natures.
* Wrote and reviewed hundreds of detailed reports, provided expert testimony in court proceedings, and maintained a high prosecution rate.
* Trained and operated as part of a 21-member unit for the Catawba County Special Response team; executed high risk warrants and dispatched more than 15 times yearly to mitigate situations involving elevated risks.

**Education and Training**

* Bachelor of Science, Information Technology, American Military University

(Completed 72 SH, anticipated graduation 2023)

* Community Relations Officer (3 Weeks)
* Front-end Web Development, Vets to Tech (4 Weeks)
* Python Programming Language, AMU (16 weeks)
* HTML5, CSS, & JavaScript, AMU (24 weeks)
* Photoshop, AMU (8 weeks)
* Basic Law Enforcement, Caldwell Community College, Hudson, NC (24 weeks)
* Advanced Leader’s Course (Senior Stryker Systems Maintainer) (8 weeks)
* Stryker Systems Maintainer Course (21 weeks)
* Basic Leadership and Development Course (3 weeks)
* Equal Opportunity Leader (1 week)
* Drill Sergeant School (9 weeks)
* Noncommissioned Officer Operational Planning Course (5 weeks)