



# Nathan S. Rain

## Senior IT Technician

### CONTACT

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📍 3800 Walton Road  
Delaware OH 43015

### Tech Support Skills

- Software Troubleshooting
- Computer Repair & Building
- Mobile Device Repair
- Data Management & Recovery
- Data Security & Encryption
- Networking
- Soldering & DC Circuits
- Command Line Proficiency
- Proficient in Windows, Linux, Android, mac OS, and iOS.

### EDUCATION

2024  
CompTIA

- [A+ Certification](#) (2024-2027)

2006-2008  
University of Advancing Technology

- [Associates of Arts in Multimedia](#)
- Honors: Magna Cum Laude

### Language

- English (Native Speaker)

### Profile

Experienced IT Repair Specialist with 13 years of owning and operating two successful repair businesses. Proficient in diagnosing and resolving technical issues, including software, hardware, data recovery, networking, soldering, and mobile devices. Expert in fast, high-quality repairs with a focus on customer satisfaction. Dedicated to maintaining seamless technology operations, ensuring reliable performance and minimal downtime for public and private sector clients.

### Work Experience

#### PC Knights LLC, Sunbury OH

2015 - 2023

IT Technician & co-founder/owner

- **Hardware & Software Repair:** Expert in diagnosing and resolving issues for digital devices, with over 15,000 repairs completed in the last 7 years.
- **Highly Rated Customer Satisfaction:** Provided excellent service and efficient, consistent repairs, leading to over 100+ google reviews with a 4.9/5 star rating.
- **Technical Troubleshooting:** Provided support for over 7,000+ customers.
- **Educated Users:** Provided clear guidance and step by step instructions to help clients understand and confidently use their software and devices.
- **Custom PC Building:** Assembled custom computers tailored to client needs.
- **High-Volume Repairs:** Managed large-scale repair projects for local businesses, ensuring high quality and timely completion to meet client expectations.
- **Streamlined Workspace and Infrastructure:** Modified custom test machine PCs, for faster data recovery, system re-imaging, OS repair, and infection removal.
- **Advanced Soldering:** Skilled in soldering ports and subcomponents.
- **Data Recovery/Backup:** Specialized in recovering data from faulty storage media.
- **Imaging/Cloning:** Proficient in system imaging for recovery and deployment.
- **Data Security:** Implemented data encryption/decryption for sensitive information.
- **Web Design and Maintenance:** Developed and maintained optimized websites.
- **Command Line and Terminal Proficiency:** Executed commands, and performed advanced operations using Windows Command Line, Linux, and macOS Terminal.
- **Inventory Management:** Oversaw inventory and supply vendors to ensure timely and cost-effective sourcing of parts.

#### Black Sheep Computers, Binghamton NY

2009-2014

IT Technician & co-founder/owner

- Gained hands-on experience in diagnosing and repairing diverse IT equipment.
- Developed business management skills specifically tailored to IT repair.
- Built strong customer relationships, resulting in repeat business and referrals.
- Efficiently managed multiple repair projects with attention to detail.
- Trained and mentored students and interns in practical IT repair skills

### Reference

Curtis Oyster  
Xcell Repair Plus  
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