Nathanael Haig

Fullerton, CA | nathanaelahaig@gmail.com | linkedin.com/in/nah28 | nathanaelhaig.com

SUMMARY

Information Systems student (expected May 2027) providing campus-wide IT support with the network analyst team in Cal State Fullerton IT Telecommunications. Works ServiceNow incidents and service requests on a team handling 100+ tickets a week, diagnoses connectivity issues, and keeps telecommunications database and asset records accurate. Background in SQL, database management, systems analysis, and technical documentation.

TECHNICAL SKILLS

IT Support: ServiceNow (incidents, service requests), hardware and software troubleshooting, end-user support, network diagnostics (ping, tracert, ipconfig), technical documentation, equipment and asset tracking

Data & Systems: SQL, database management, telecommunications databases, systems analysis, C#, Microsoft Excel (pivot tables, Goal Seek, linear programming), data visualization, statistical analysis

Networking: Alcatel-Lucent OmniSwitch, switch port activation and verification, VLAN assignment, LAN troubleshooting, VPN connectivity, data and voice jacks

Tools: PowerShell, Python, Git, Zoom Phone, PuTTY, SSH, Microsoft Office, Microsoft Project

PROFESSIONAL EXPERIENCE

California State University, Fullerton **Sep 2026 – Present**

IT Telecommunications Student Assistant

- Work ServiceNow incidents and service requests as part of a team handling 100+ tickets per week (more during move seasons), updating ticket notes and status through closure.
- Diagnose connectivity issues with ping, tracert, ipconfig, and OmniSwitch port status checks, resolving some independently and working with network analysts on complex router, switch, and VPN problems.
- Maintain the university's telecommunications database and equipment asset records, keeping phone and equipment information accurate and current.
- Support department office moves of 50+ people, activating and verifying data and voice connections.
- Install, activate, and repair data and voice jacks (about 50 activations per week), assigning VLANs and verifying switch ports on Alcatel-Lucent OmniSwitch devices over SSH using PuTTY.

Ramen Hub & Sushi **Aug 2025 – Nov 2026**

Server & Marketing Content Creator

- Handled guest requests in a high-volume restaurant and created promotional social media content.

Chipotle Mexican Grill **Oct 2020 – Oct 2021**

Kitchen Manager

- Supervised kitchen operations and coordinated team workflow during high-volume service.
- Trained staff and ensured compliance with food safety and quality standards.

EDUCATION

California State University, Fullerton **Expected May 2027**

Bachelor of Arts in Business Administration, Concentration in Information Systems

Completed: Database Management Systems, Principles of Information Systems, Introduction to Programming, Business Analytics I & II

In Progress: Systems Analysis & Design, Business Telecommunications

Glendale Community College | *Transfer coursework* **2021 – 2025**

PROJECTS

Network Diagnostics Toolkit | PowerShell, Pester, GitHub Actions

- Built 11 read-only ping, tracert, DNS and port checks that log to CSV; 271 tests, 94% coverage.

IT Asset & Service Request Tracker | C#, ASP.NET Core, SQL, React, Docker

- Built a live web app for assets, jack-to-port patching and tickets; 8 SQL reports, 231 tests.

Operations & Optimization Analysis | Python, SciPy, SQL, Streamlit

- Rebuilt an Excel linear-programming class project as a live web app with Goal Seek; 127 tests.