Nathanael Haig

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SUMMARY

Information Systems student (expected May 2027) supporting the network analyst team in Cal State Fullerton IT Telecommunications across the entire campus. Activates about 50 data and voice jacks a week, assigning VLANs and verifying switch ports on Alcatel-Lucent OmniSwitch devices over SSH, and diagnoses connectivity issues with ping, tracert, and switch port status checks. Coursework in business telecommunications, database management, and SQL.

TECHNICAL SKILLS

Networking: Alcatel-Lucent OmniSwitch, switch port activation and verification, VLAN assignment, LAN troubleshooting, VPN connectivity, routers and switches, data and voice jack installation and repair

Diagnostics & Tools: ping, tracert, ipconfig, switch port status commands, SSH, PuTTY, ServiceNow, Zoom Phone

IT Support: Hardware and software troubleshooting, end-user support, technical documentation, equipment and asset tracking, telecommunications databases

Data & Programming: PowerShell, C#, Python, SQL, ASP.NET Core, React, database management, Microsoft Office

PROFESSIONAL EXPERIENCE

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

IT Telecommunications Student Assistant

- Activate and verify switch ports and assign VLANs on Alcatel-Lucent OmniSwitch devices over SSH using PuTTY, connecting data and voice endpoints across the entire campus.
- Activate roughly 50 data and voice jacks per week and verify additional connections; install and repair jacks to restore LAN and telephone service.
- 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.
- Support department office moves of 50+ people, activating and verifying data and voice connections.
- 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.
- Maintain the university's telecommunications database and equipment asset records, keeping phone and equipment information accurate and current.

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

In Progress: Business Telecommunications, Systems Analysis & Design

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

PROJECTS

Campus Network Lab | Cisco IOS, VLANs, ACLs, Python (in progress)

- Designed 5 VLANs, inter-VLAN routing, DHCP, ACLs and SSH-only access; passes 32/32 policy checks.

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.