

Nathan Pham

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Active U.S. Secret Security Clearance

EDUCATION

University of Cincinnati, School of Information Technology <i>Bachelor of Science in Information Technology (Networking/Systems)</i>	<i>Cincinnati, Ohio</i> <i>Expected: Spring 2028</i>
University of Cincinnati, School of Information Technology <i>Bachelor of Science in Cybersecurity</i>	<i>Cincinnati, Ohio</i> <i>Expected: Spring 2028</i>
University of Cincinnati – Blue Ash College <i>Associate of Applied Business in Information Technology</i>	<i>Blue Ash, OH</i> <i>2025</i>

- GPA: 3.31 | Dean's List: Spring 2024, Summer 2024, Fall 2025

SKILLS

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- Technical: Cisco IOS, VLANs, Subnetting, DNS, DHCP, Windows Server, Linux, Virtualization, Wireshark, SSH, RDP, Network Troubleshooting, Network Hardening, Access Control, Secure Configuration, Patch Management, Log Monitoring, HTML, CSS, Java, JavaScript, SQL, XML, Bash, PowerShell.

PROFESSIONAL PROJECTS

ITX 4-24 – Integrated Training Exercise	2024
<ul style="list-style-type: none">• Led a team of Marines in deploying and maintaining field network and communication systems during large-scale integrated operations.• Oversaw equipment setup, connectivity testing, and troubleshooting across distributed systems in austere environments.• Ensured mission success through coordination, resource management, and real-time problem-solving under pressure.	
Eager Lion Multinational Exercise	2022
<ul style="list-style-type: none">• Supported tactical communication systems during joint multinational military operations.• Assisted in deploying and maintaining secure connectivity between command systems and user endpoints.	

WORK EXPERIENCE

In-Home Expert <i>Asurion</i>	June 2025 – Present Blue Ash, OH
<ul style="list-style-type: none">• Deliver and configure replacement and new devices, ensuring seamless setup, data transfer, and connectivity for clients.• Provide personalized technical support and troubleshooting across mobile and connected devices in customer homes.• Strengthen customer satisfaction and loyalty through clear communication, professionalism, and technical expertise	
Consultation Agent <i>Best Buy – Geek Squad</i>	August 2023 – June 2025 Fairfield OH
<ul style="list-style-type: none">• Diagnosed and resolved hardware, software, and network issues across client devices in a fast-paced retail environment.• Delivered technical support and system setup for customers while maintaining professionalism and efficiency.• Collaborated with team members to optimize workflow and meet service metrics in a corporate IT setting.	
Network Administrator (0631) <i>United States Marine Corps</i>	June 2021 – Present Cincinnati, OH
<ul style="list-style-type: none">• Configure, monitor, and maintain network infrastructure supporting communication and training operations.• Troubleshoot routers, switches, and communication links to ensure consistent connectivity and uptime.• Manage VLANs, IP addressing, and access controls across secure and unclassified networks.• Lead and train Marines in network setup, cable management, and field communications procedures.• Implement network security standards and preventive maintenance to ensure operational reliability.	

LEADERSHIP AND VOLUNTEERING

Fire Team Leader <i>United States Marine Corps 3/25 H&S Co</i>	October 2023 – January 2025 Brook Park, OH
<ul style="list-style-type: none">• Supervise and mentor a team of Marines, ensuring mission readiness, accountability, and professional development.• Coordinate field operations, technical tasking, and training related to network deployment and communication systems.• Foster teamwork and adaptability under high-pressure conditions.	

Available for co-op in Summer 2026