



Nathan Kernan

Implementation Analyst



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Lincoln, NE



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ABOUT ME

I am a dynamic and results-oriented IT professional with a proven track record in providing top-tier customer satisfaction and efficient problem solving in technical roles.

I am passionate about leveraging my technical skills and customer-focused approach to drive successful projects and client support. I am a strong team player known for exceptional listening skills, empathy, and commitment to continuous personal and professional growth. I am ready to challenge these skills at my next opportunity.

SKILLS

- Outstanding communication skills
- Proactive learner, adapting to evolving needs
- Demonstrated ability to lead others
- Robust experience with an array of IT applications and ideologies
- Excellent time management and organizational skills
- Superior documentation skills

EDUCATION

Western Governors University
BS Computer Science

Diablo Valley College
Digital Media Arts

Solano Community College
General Education Studies

COBOL Essential Training
Certificate Issued from LinkedIn Learning

REFERENCE

Jared Anderson
LSH IT Director – (402) 419-3168

Chase Welty
Manager Client Implementations – (402) 875-3015

EXPERIENCE

Implementation Analyst

Fiserv / Lincoln, NE / July 2023 – Present

Additionally, I am the Content Admin for this location and the head for the ERG YoPro.

- I am engaged in projects from beginning to end, playing a key role in participating in discovery, data spec review, system configuration, testing, project management, and implementation.

Placement IT Engineer

Five Nines / Lincoln, NE / October 2022 – August 2023

After two months as an intern, I was placed at Lincoln Surgical Hospital, the company's biggest client.

- As the placement engineer, I was the hospital's go to for everything considered tech and IT. This was a wide umbrella that required flexibility on my end to provide quick, effective, and secure service.

Head of Facilities - Mechanic

Round 1 / Lincoln, NE / August 2021 – November 2022

I led the Facilities department, ensuring optimal building functionality.

- Worked on arcade cabinets and bowling lanes. I brought the "Downed Games" percentage of 40% down to 12% in 3 months through targeted repair and maintenance strategy.

General Manager

GameStop / Vallejo, CA / October 2015 – August 2021

I led multiple stores to exceed sales goals and customer satisfaction.

- Coordinated game launch events with vendors for over 250 people, with collaboration from game vendors. Recognized as "Prestige" for top customer surveys in the company and ranked 2nd for highest sales goals.