# Caine Nielsen

Operations, Systems, Engineering

[hire-me@cainenielsen.com](mailto:hire-me@cainenielsen.com)

(385) 312-0629

## Summary

I am an engineer with 3+ years of working technical & administrative experience, and an even longer history in supporting both internal corporate teams as well as enterprise-level SaaS clientele with web, desktop native, and server-side software applications. I have experience managing the technical operations of small to medium businesses and administering both hardware and software workstations across large teams.

## Employment History

### NUVI

**System Administrator** - Nov 2019 - Nov 2020
- Workstation deployment
- Salesforce administration
- Technical operations & vendor management

**IT Support Desk** - May 2019 - Oct 2019
- Helpdesk administration
- Phone system setup & deployment
- Business application administration

### Banyan

**Product & Website Engineer** - Feb 2019 - May 2019
- Web hosting services support
- Domain & DNS management
- Enterprise product support

**Support & On-boarding Specialist** - Sep 2017 - Feb 2019
- Client onboarding & Offboarding
- Product Support & Quality Assurance
- Production Data Management & Analytics

[See more on my portfolio](#)

## Education

- **Software Engineering Study**

  I spend what personal time I have learning software engineering practices, building web applications, trying web frameworks, exploring technologies, and using what I learn to expand projects and follow the path of the software developer. I am completely self-taught, but I am well versed and always looking for feedback.

- **High School Diploma**

## Skills & Experience

### Operational

- Organized and documentive
- Punctual, consistent, & on time
- Excited & willing to build, create, work
- Excellent customer service & communication skills

- Trusted with system access
- Identifies outdated or broken processes
- Determined to learn & Willing to grow
- Aware of corporate limitations
- Chipper, but focused
- Data-centric & money smart

### Technical

- Phone & Workstation Deployment
- System Administration & Configuration
- Application Vendor Account Management
- Staff Onboarding & Offboarding
- Technical Writing & Documentation

- Software Engineering, Development, & QA
- Support desk & CRM Administration
- Web hosting, DNS, & CMS Management
- Web frameworks, Javascript, web design

## Why should we hire you?

Because I am flexible and can fit into many roles, I have experience in multiple parts of the business and have superb attention to detail. You will also see that I am very technical and confident working in multiple corporate applications and systems throughout my workday. There is no doubt that I love what I do as an engineer and it contributes to me loving my job.

*Want to learn more? Check out my resume site here:* **[cainenielsen.com](http://cainenielsen.com)**