

NAT WERTH

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SUMMARY

Motivated professional with 6+ years customer service experience. Looking to transition to full-time customer support role while expanding skills in computer networking and identifying innovative business opportunities.

WORK EXPERIENCE

LaSalle Network

Chicago, IL

Training and Development Assistant (Full-time)

Apr 2024 - Present

- Configure single sign-on with IT in new LMS, Articulate 360, to distribute 153 trainings to 300+ users.
- Create 4 internal recruitment SOPs. Coordinate ~5 interviews per day between candidates and hiring managers.

Front Desk Manager - OppFi (Temp)

Mar 2024 - Apr 2024

- Shadowed IT personnel to learn standard operating procedures, triaged customer phone calls, distributed mail.

Workplace Administrator - Ferrara (Temp)

Jan 2024 - Mar 2024

- Technical: Saved 5 working hours/wk with **Power Automate macros**, automating low-risk administrative tasks.

Web Developer

Remote, US

natwerth.com

Dec 2022 - Present

- Built personal website from scratch, using open-source tools, Amazon Route 53, and CSS, to showcase creativity and ability to establish a web presence. Feature ATA Python applications on natwerth.com/store.
- Continue learning at **Akamai Technical Academy** to learn networking and to prepare for IT career. Build local web application to gather user data, detect common cyber threats, and store results in a relational database.

Quickbase

Boston, MA

Solutions Marketing Manager (Co-op)

Jul 2022 - Dec 2022

- Analyzed 39 ad-hoc sales decks to inform c-suite annual planning decisions and to standardize messaging reaching prospective customers, resulting in 100+ quantitative data points of buyer feedback.
- Win/Loss: **Grew win/loss program 4X** by addressing discoveries from mining competitive insights with Clozd.
- Defined 32 use cases to standardize CRM insights resulting in 6 roadmap revisions and 2 feature requests.

Akamai

Cambridge, MA

Product Marketing Support Specialist (Full-time)

Dec 2021 - May 2022

- Program Management: **Spearheaded sales enablement** operations during expedited intranet migration.
- Constructed 41 product landing pages in LumApps with self-guided tutorials, saving 75 working hours.
- Competitive Intelligence: **Implemented CI tool**, Crayon by leveraging relationships to double battlecard usage.

Product Marketing Program Manager (Co-op)

Jul 2021 - Dec 2021

- Stakeholder Engagement: **Launched rapid response playbook** to deliver time-sensitive upsell messaging to sales by creating and executing 3-phase roadmap to define stakeholder roles during cyber event responses.
- Synthesized 200+ points of seller feedback from 50+ stakeholder interviews resulting in senior management adopting recommendations to adopt systematic cyber event monitoring.

EDUCATION

Akamai Technical Academy

Remote, US

Network Engineering Professional Certificate | Skills: Linux, Packet Tracer, SQL, Python

Dec 2023 - Present

Northeastern University

Boston, MA

Bachelor of Science in Business Administration, Cumulative GPA: 3.9/4.0 | Honors: Summa cum laude

2019-2023

Concentration: Entrepreneurship and New Venture Management | Minor: Urban Studies

London School of Economics and Political Science

London, UK

Summer Study Abroad | Course: Bargaining and Negotiation

2021

SKILLS & INTERESTS

Technical: Linux, Python (Intermediate), SQL, Excel (PivotTables, VLOOKUP), Salesforce, WordPress, CSS, Adobe

Language: Proficient German, Beginner Chinese

Interests: Web design, Chess, SCUBA, Gardening, Google Maps, Product Marketing Alliance (PMA)

