

NATHAN WINTER

OPERATIONS | DEPLOYMENT | LEADERSHIP | PROBLEM SOLVER

Operations leader. IT professional. Hands-on builder. I learn fast, work across teams, and turn problems into measurable results.

PEOPLE
PROCESSES
PERFORMANCE

📍 Aberdeen, SD

📞 605.418.8638

✉ nathanwinter30@hotmail.com

PROFESSIONAL SUMMARY

Operations leader with an IT foundation (CompTIA A+) and hands-on experience across facilities, technology deployments, and job sites. As a U-Haul General Manager with P&L responsibility, grew revenue 36% year over year while cutting payroll from 18.5% to 12.8% of revenue, and served as the after-hours contact for the site's alarm and camera systems. Earlier, supported Target's pharmacy system rollout to 1,500+ stores, helped deploy POS hardware to hundreds of retail sites, and coordinated 2-4 daily build kickoffs and closeouts for a \$20M contractor.

AREAS OF EXPERTISE

🏢 Operations & Business Leadership

- Promoted from part-time CSR to GM in four months
- Ran a 522-unit facility in a 66,000+ sq ft building
- Grew revenue 36.2% while cutting payroll costs

🎯 Project & Deployment Coordination

- Target pharmacy system rollout to 1,500+ stores
- Directed field techs on a multi-store hardware rollout
- Kicked off and closed out 2-4 roof builds daily

💻 Technology & IT Support

- CompTIA A+: hardware install, diagnostics, repair
- ServiceNow, Active Directory, SQL, TCP/IP, LDAP
- Home lab: Linux, VirtualBox, Ansible, PowerShell

🤝 Stakeholder & Customer Relations

- Go-between for homeowners, crews, and suppliers
- Managed contractor accounts, multi-million-\$ territory
- Consistent 4-5 star customer reviews as GM

SELECTED ACHIEVEMENTS



+16.3%

Storage Occupancy

Grew from 430 to 500 units
(~96% occupied) in first
4 months as General Manager



+36.2%

Revenue Growth

Jan-Jul 2026 vs. prior year
\$572K vs. \$420K (+\$152K)
(U-Haul Aberdeen)



1,500+

Stores Converted

Target pharmacy system rollout
1 of 8 contractors selected
100% completion

"I don't just keep things running. I make them run better."

OPERATIONS & FACILITY MANAGEMENT

U-Haul Moving & Storage – General Manager

Sep 2025 – Sep 2026

Promoted from Customer Service Representative (Sep 2025) to General Manager (Jan 2026)

Aberdeen, SD

- Managed a 522-unit storage facility in a 66,000+ sq ft building plus outdoor lot, a rental fleet, and a small team
- Grew total gross revenue **36.2% YoY (Jan–Jul 2026)**, beating the prior year every single month
- Delivered that growth while cutting personnel expense from **18.5% to 12.8% of revenue** (\$4.4K less payroll)
- Raised occupancy from **430 to 500 units (~96% occupied)** in the first four months as GM
- Security: after-hours alarm-center contact, directing responses to overnight camera and unit alarms
- Facility upkeep: managed lawn care contractor, handled snow removal, secured HVAC replacement bid for grant funding

Career Break – Injury Recovery & Relocation

Dec 2023 – Sep 2025

Aberdeen, SD

- Full physical recovery from injuries sustained in two motor vehicle accidents; relocated to Aberdeen, SD

Construction & Building Materials

2019 – 2023

Building materials sales and residential construction field work

South Dakota / Minnesota

ABC Supply – Inside Sales

2023

- Managed contractor accounts and complex order fulfillment across a multi-million-dollar territory

Ashco Exteriors – Field Technician / Project Coordinator

2019

- On-site lead for a \$20M/yr contractor, running 2–4 job site kickoffs and closeouts daily
- Verified material deliveries, managed returns, and documented every job for city inspectors and insurance adjusters
- Additional project-based construction and customer account work between roles

RELEVANT IT SUPPORT & IMPLEMENTATION EXPERIENCE

Home Lab – Simulated Enterprise Data Center Environment

2026 – Present

Self-directed multi-VM environment for practicing server administration, automation, and network workflows

Self-directed

- Building and managing Ubuntu Server and Windows Server VMs in VirtualBox: Linux administration, networking, SSH, storage
- Using PowerShell and Ansible for administration and configuration
- Next: Tomcat behind an Nginx reverse proxy, monitoring, backups, and troubleshooting scenarios

Infinite Campus – Application Support Representative

2015

Blaine, MN

- Troubleshoot a K–12 student information system: POS, LDAP authentication, and Ad Hoc reporting
- Coached a school user through SQL COALESCE and concatenation to fix an emergency contact report; perfect 5/5 survey
- Replicated and documented application bugs for the engineering team

IT Contractor – Enterprise Deployment & Support

2013 – 2015

Contract assignments in retail, pharmacy, and healthcare benefits technology

Minneapolis–St. Paul, MN

Target – Northern Campus • Client Support Specialist III, EPS Pharmacy Conversion

2013

- 1 of 8 contractors selected for the PDX-to-EPS pharmacy migration across **1,500+ pharmacies**; go-live support
- Overflow support on **4,000+ apps** via ServiceNow; led the team in FCR and Handle Time; recruited for a full-time role

AM Retail Group • Retail Help Desk Contractor (Deployment Team)

2014

- ~8-contractor deployment war room under the Senior Technical Director: POS hardware to hundreds of stores, **100% complete**
- Unboxed and imaged systems with custom POS builds, configured static IPs and Group Policy, and verified data with SQL
- Packaged and shipped provisioned systems; remotely directed on-site techs through hardware swaps on deployment days

Evolution1 • Technical Service Associate (4-month contract, completed)

2014 – 2015

- Front-line support for Lighthouse1 OnDemand (FSA/HSA/HRA benefits software): SQL troubleshooting and KB articles

EDUCATION & CERTIFICATIONS

Northern State University

Business Administration / MIS Coursework (Dean's List, 3.75)

Beyond work: Former world #2-ranked pro foosball player

Certifications

- CompTIA A+
- NCRC – Platinum
- Forklift Certified
- Propane Certified