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**IT Systems Engineer - The Greenbrier Companies (FTE)…………………………………..……5/2014 – 5/2020**

Primary Software Packaging & Deployment Administrator - System Center Configuration Manager (SCCM)

* Automate delivery of software to 3000 workstations in US, Mexico, & Canada with emphasis on PowerShell wrappers to adapt installers to all scenarios
* Publish apps in Software Center app store to empower users to install software in a self-service automated manner
* Use granular controls to limit visibility of app store offerings to the appropriate audience.
* Push application updates to workstations during nightly maintenance window to add features and reduce threat surface of vulnerable apps
* Deliver Windows 10 operating system upgrades to workstations to maintain eligibility for Microsoft support
* Use Task Sequences to automate changes requiring workstation restarts mid-change
* Use query languages and reporting tools to answer questions about the workstation and server landscape and communicate summary findings in non-technical language

Primary Technical Owner - MDM/EMM Solution - SOTI MobiControl

* Upgrade solution annually to maintain support eligibility and obtain new features
* Rebuild on newer server OS to maintain Microsoft patch support
* Support five use cases in 40+ locations in the US and Mexico by pushing application packages and configurations to 100+ Android and Windows CE endpoints
* Administratively limit device usage to workplace functions
* Use reporting features to answer questions about asset landscape and communicate findings in a non-technical manner
* Maintain certificates to ensure secure error-free connections to web UI management surface
* Procure annual license from reseller

Primary Implementation Coordinator and Analyst - Digital Signage Media Player Solution - BrightSign

* Navigate a large organization's business processes and culture to scale up a digital signage solution to 150 cloud connected TV/media-player endpoints in five countries to extend corporate communications to all employees regardless of job role or access to technology.
* Procure equipment from US and international resellers, navigate international customs law, shipping channels, and border controls.
* Coordinate with internal and external resources for installation of electrical and network dependencies.
* Monitor post-install status in cloud console, triage issues, and drive to resolution.
* Empower and train local IT staff to support the solution

Primary Implementer and Administrator - Apple Business Manager / Device Enrollment Program

* Create Apple Business Manager / DEP account and use as ownership system of record for Apple equipment serial numbers
* Connect account to MDM / EMM solution to empower it to manage Apple devices during OOBE (out of box experience) and throughout device lifecycle
* Connect account to reseller systems to automate serial number input for new purchases prior to devices landing at their destination

Primary Analyst of Cellular Carrier Vendor Relationships - Verizon, AT&T, and T-Mobile

* Communicate with external account rep’s and internal management in a diplomatic manner to represent the organization’s interests and resolve issues
* Analyze new B2B contracts and make recommendations to senior leadership
* Manage cost by analyzing invoices and realigning plans with usage

**Providence Health and Services - Systems Access Administrator (contract)...…..……….1/2014 – 4/2014**

* Provisioning and access control for onboarding and job role changes to support health care delivery in 27 hospitals and five states
  + Exchange mailboxes and distribution groups
  + File server ACLs
  + Active Directory objects
  + Epic electronic medical records system
  + Citrix and VPN remote access

**Daimler Trucks - Project Resource & Systems Access Administrator (three contracts)....7/2011 – 9/2013**

* Provision or change access to mainframe accounts, mailboxes, Active Directory objects, and file server shares to service 20,000 Daimler employees in WAN linked offices throughout US and Mexico
* Facilitate transition to IT managed services provider in another state
* Automate mainframe administration by embedding VBscript in terminal emulator buttons
* Perform time usage studies to forecast post-transition staff requirements for managed services provider
* Document IT processes and publish to central location
* Report metrics to management in charts and graphs format
* Test SCCM packages against newer version of Windows prior to enterprise Windows upgrade
* Publish SCCM software packages to employees

**The Standard / Standard Insurance Company (FTE)............................................................….9/2001 – 2/2011**

Systems Support Specialist (seven years)

* Restart server services or servers to restore business critical functions for 3000 Windows and Mac OS users in WAN linked offices throughout the US
* Active Directory object administration for access control changes
* File server access control
* RSA token administration
* Windows print server queue monitoring and cancelling duplicate print jobs
* Self-directed completion of business critical projects
* Coordinate activities of contractors under my care
* BlackBerry access provisioning

Business Liaison (seven months)

* + Primary liaison to the business to coordinate a Windows upgrade of 400+ workstations in New York, Maine, and Oregon
  + Contribute to implementation strategy, host meetings with impacted employees, capture and communicate detailed workstation recipes, and drive post-upgrade issues to resolution
  + Received $1500 cash award from management for this role

QA Testing Coordinator (five months)

* + Coordinate and track QA testing of 200+ apps to prepare the enterprise for a Windows upgrade and new software package delivery system
  + Test installation and functionality in coordination with Business Analysts, track all issues with bug tracking software, and communicate problems to developers
  + Maintain all aspects of lab workstations

Service Desk Analyst II (10 months)

* + Replace Service Desk intranet web site with hand coded HTML, provide guidance and solutions for Service Desk reps, and create documentation.
  + Level 1 support of 3000 employees for password administration, MS Office, OS issues, remote access issues, and printing.

### **Education**

##### Bachelor’s in Biochemistry, Lewis and Clark College, 1997

**Security Clearances**

SECRET clearance, Department of Defense (11/2011 - 11/2013)

Additional Skills:

* Azure DevOps to organize and track production and communicate with peers
* Azure Intune management of Windows workstations in a test/dev environment:
  + Package vendor installers and push to users or workstations
  + Publish win32 apps and Microsoft Store “Modern Apps” in Company Portal app store
  + Manage workstation configurations with Intune Device Configuration Profiles
  + Use granular controls to limit visibility of app store offerings to appropriate audience
  + Automate removal of factory bloatware
  + Autopilot zero touch workstation provisioning - user-driven workflow scenario
* VMware Horizon View Administrator management of hosts for on-call support
* Citrix Director management of application sessions for on-call support