

# NATHAN MILLER

GROTON, CT | 573 707 0075 | NMMILLER1991@GMAIL.COM | LINKEDIN - NATHANMILLER-IT

---

## Technical Training & Certifications

- CompTIA Security+ (Sec+) – Active
- CompTIA A+ – Active
- CompTIA Network+ (Net+) – Active
- CompTIA IT Operations Specialist (CIOS) – Earned via A+ & Net+
- CompTIA CySA+ (CySA+) – Active
- CompTIA Security Analytics Professional – Earned via Sec+ & CySA+
- Certified Pharmacy Technician (CPhT) – Active



## Education

- Mineral Area College – AA in General Studies (Mass Communication Focus)

## Experience

---

### **Cyber Warrior Program | MyComputerCareer (10/2025)**

- Completed CompTIA Security+ (Sec+) and CompTIA CySA+ (Cybersecurity Analyst)
- 400+ hours of technical lecture and hands-on labs in IT systems, networking, and security
- Hands-on experience with system monitoring, EDR/antivirus, backups, and storage optimization
- Configured Windows servers/workstations, supported hardware/software deployment, and end-user setup
- Applied TCP/IP, DHCP, and DNS fundamentals for troubleshooting and connectivity maintenance
- Escalated and documented incidents per runbooks; enforced access control and baseline security standards

### **Pharmacy Operations Manager (RXOM) – CPhT | Walgreens – Deep River, CT | 2023–Current**

- Directed daily operations in a regulated environment, ensuring compliance with HIPAA, state, and federal requirements
- Supervised and trained staff on policy adherence, audit readiness, and secure handling of sensitive data
- Managed inventory systems, ordering processes, and variance control to optimize accuracy and cost efficiency
- Conducted audits and implemented corrective actions to maintain regulatory compliance and data integrity
- Collaborated with corporate leadership to roll out process improvements, track KPIs, and align with compliance goals
- Served as escalation point for operational and compliance issues, resolving matters with professionalism and documentation

### **Pharmacy Technician | L&M Hospital – New London, CT | 2022–2023**

- Maintained and supported automated dispensing cabinets and inventory control systems under strict SOPs
- Entered, verified, and managed data in electronic health record (EHR) systems with a focus on accuracy and compliance
- Followed controlled-substance and sterile-compounding procedures, ensuring detailed documentation and chain-of-custody integrity
- Performed inventory reconciliation and restocking to maintain availability in a high-demand, regulated environment
- Coordinated across multidisciplinary teams to ensure secure, timely workflows and compliance with hospital protocols

### **Pharmacy Technician | Walgreens – Connecticut | 2017–2023**

- Maintained patient records and processed insurance claims in pharmacy systems with strict confidentiality and accuracy
- Supported compliance with HIPAA and legal requirements through precise documentation and secure data handling
- Managed inventory workflows: restocking, storage organization, and expiration monitoring to meet regulatory standards
- Assisted in preparing and labeling prescriptions under SOPs, ensuring accuracy and compliance with chain-of-custody protocols

- Provided frontline issue resolution and routed escalations appropriately, ensuring secure and efficient operations

**Customer Service Associate | Walgreens – Groton, CT | 2016–2017**

- Delivered frontline customer support in a fast-paced retail environment, resolving escalations with professionalism
- Handled transactions, returns, and exchanges with high accuracy and attention to detail
- Maintained policy knowledge and collaborated with team members to ensure efficient daily operations

**Electronics Technician / Radioman | US Navy – Groton, CT | 2013–2016 (TS-SCI Clearance)**

- Operated, maintained, and troubleshooted communications and electronics systems under strict technical procedures
- Authored and maintained source documents, logs, and mission system records to support secure operations
- Adapted rapidly to new crews aboard USS Missouri and USS California, integrating with unfamiliar teams to achieve full mission capability
- Demonstrated independent task execution with minimal supervision, consistently delivering results in high-pressure environments
- Recognized as a reliable team member, fostering trust and communication across technical and operational teams

**News Reporter | B-104.3 / KFMO Radio – Park Hills, MO | 2010–2013**

- Researched, wrote, and produced investigative and human-interest stories under tight deadlines
- Set up and operated broadcast equipment at remote sites, ensuring reliable on-air performance
- Collaborated with editorial leadership to deliver accurate, high-quality reporting in fast-paced environments

**Data Entry Clerk | Data Dash – Farmington, MO | 2006–2010**

- Performed high-volume data entry with 98% accuracy, ensuring quality and reliability in records
- Supported intake workflows by verifying, processing, and sorting incoming materials
- Consistently exceeded productivity and accuracy goals in a deadline-driven environment