

Nathan Gerard-Bowen

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Professional Experience

IT Specialist

Rutherford County Library System | Smyrna, TN (July 2021 - Present)

- Shifted 15 public-access machines from an internal domain network to a local workgroup for isolation and security purposes
- Researched and implemented a Spiceworks internal ticketing and inventory management system that is heavily utilized across 5 geographically distinct locations
- Acquired and installed upgraded computer hardware to reduce computer boot times by half, drastically increasing availability of public resources for the community
- Implemented a cloud-printing solution to allow patrons to submit print jobs from off-site and pick them up from one of 3 locations

IT Administrator

MaxSteel Buildings, LLC | Murfreesboro, TN (June 2020 - July 2021)

- Established and maintained a VoIP network by researching, purchasing, installing, and configuring a SOHO router and 30 VoIP endpoints to allow for seamless communication with clients and vendors
- Migrated a critical database from legacy hardware to a Network Attached Storage solution to remove database access restrictions of 10 concurrent users and enable a strict and consistent backup policy
- Designed and developed macros implemented into the company's Excel-based order forms to reduce price change timelines from 2 weeks to 2 days

Technical Lead

Encore (Formerly PSAV) | Nashville, TN (July 2018 - June 2020)

- Led a team of 7 people from diverse backgrounds to successfully host, produce, and execute live events including charity galas, music industry conferences, and songwriting rounds
- Executed the setup and removal of live audio and visual equipment from large ballrooms while working under time constraints as short as 1 hour
- Created, updated, and maintained crucial infrastructure documentation that included network ports, IDF locations, and circuit layouts for the event space and surrounding areas

Education

B.S. Cloud Computing (September, 2026)

Western Governors University | Salt Lake City, Utah

Certifications

CompTIA CSIS

CompTIA CIOS

CompTIA Project+