

Nathan Gerard-Bowen

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Professional Experience

Certifications

CompTia A+
CompTia Network+
CompTia Security+
CompTia Cloud+
CompTia Project+
AWS Cloud Practitioner
AWS Solutions Architect
Associate
Azure Fundamentals
Azure Administrator Associate

Skills

Azure
AWS
Meraki MDM
Microsoft Deployment Tool
Powershell
Terraform
Wireshark
Active Directory
Okta

Education

B.S. Cloud Computing
Western Governors University, 2023

Enterprise Support Specialist

SmileDirectClub | Antioch, TN (October 2023 - December 2023)

- Managed a Microsoft Active Directory, ensuring workstations were placed in the correct OUs and the appropriate policies were being applied
- Led technical trainings for a team of 30 people located locally and internationally
- Utilized Microsoft Deployment Tool to reimage and deploy laptops and desktops to end users
- Resolved 1,600 ServiceNow tickets of many different types, including desktop support, VPN connectivity, and CRM system errors

IT Specialist

Rutherford County Library System | Smyrna, TN (July 2021 - October 2023)

- Shifted 15 public-access machines from an internal domain network to a local workgroup for isolation and security purposes
- Captured and maintained a golden image of public-access machines, reducing the mean time to recovery from 24 hours to 6 hours in a disaster recovery scenario
- 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 the availability of public resources for the community
- Implemented a cloud-printing solution that allows 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