

# Nathan Gerard-Bowen

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## Professional Experience

### Enterprise Support Specialist

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

- Cultivated strong working relationships between different departments
- Became a Subject Matter Expert on specialized proprietary software within 2 months of being trained
- Led a technical training for a team of 30 people located locally and internationally
- Assisted in migrating manufacturing metric display boards from Windows-based compute sticks to Linux-based Raspberry Pi's
- Triage tickets and tracked assets utilizing ServiceNow

### 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
- 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

## Education

### B.S. Cloud Computing (August 2023)

*Western Governors University* | Salt Lake City, Utah

## Certifications

CompTIA Cloud+  
CompTIA Network+  
CompTIA Security+

AWS Solutions Architect Associate  
AWS Cloud Practitioner

Azure Fundamentals  
ITIL Foundations  
Azure Administrator Associate