

# Nate Hutchison

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## SUMMARY OF QUALIFICATIONS

- Key technical advisor on \$10 million building access security project for State of Tennessee
- Coordinated day-to-day & strategic IT operations & security for an organization of 400+ people
- Oversaw the building access control operations & software for 40,000 people in 40+ state buildings
- Reduced time spent on on-boarding & IT-related tasks by 45% by implementing templates & forms
- Coordinated & facilitated 27 separate Access Control security projects from start to finish
- Point person in responding, tracking, & following up on security IT projects & software releases
- **Key skills/tools:** Azure, ServiceNow, Active Directory, SCCM, Group Policy, IAM, FIM/MIM, DNS, VM's, MFA, PIM (CyberArk/Azure), Splunk, ITIL/ISO/NIST, DNA Fusion, Process Documentation, Hardware/Software Configurations, Process Improvements, Windows OS/Mac OS/Linux, PowerShell, Command Line, Bash, HTML, CSS

## EMPLOYMENT HISTORY

### CI Systems Engineer

UBS

September 2020 - Present

- Management of IAM/IDM applications, access control systems, & other miscellaneous software
- Azure specialist for PAM engineering; assists and advises in GitLab/pipeline/vault projects
- Supports & monitors global security infrastructure applications & technologies in hybrid cloud
- Management of identity governance, multi-factor authentication, & privileged identity management systems

### IT Program Manager

State of Tennessee, Department of General Services

June 2018 – September 2020

- Managed security IT applications, building access control, VMS systems & installations
- Developed & managed process maps associated with IT systems, processes, & procedures
- Lead as technical consultant on projects regarding improving access & identity management
- Analyzed data regarding access for security auditing, quality, threats & vulnerabilities

### IT Support Specialist

State of Tennessee, Department of F&A

April 2017 - June 2018

- Increased deployment efficiency by 50% respectively, by analyzing, implementing, & streamlining processes
- Consulted with senior leadership on strategic initiatives driving IT efficiency
- Created & implemented digital forms to replace paper & streamline existing process
- Supervised deployment team for implementation of new hardware to State of Tennessee employees

### Technical Support Analyst

Uniguest

May 2016 - April 2017

- Trained 10+ new employees in proprietary software & customer service skills, Salesforce
- Supported development & implementation of new computer projects & new hardware installations
- Applied knowledge of DNS, Routing, Internet security concepts, OSX, Windows 10, 8, & 7
- Performed on-site analysis, diagnosis, & resolution of complex PC problems for a variety of end-users

### Business Owner, Technician

Hutchison Home Services

January 2009 - January 2017

- Developed streamlined approach to company processes by leveraging existing technology infrastructure
- Coordinated, managed, & streamlined contractor schedules to reach deadlines & profit margins
- Oversaw end-to-end process including client acquisition to marketing & business development

## EDUCATION/CERTIFICATIONS

**Azure Certified Solutions Architect**

Microsoft Corporation – WA

May 2022

**Azure Certified Administrator**

Microsoft Corporation – WA

April 2022

**Information Technologies student**

University of the Cumberland - KY

2020-2021

**A.A. in Liberal Arts**

Goldenwest College – CA

December 2009

# Appendix

## KNOWLEDGE/SKILLS/ABILITIES

- Hardware Encryption
- Desktop Security & Imaging Tools
- Forefront Identity Manager (FIM)
- LAN/WAN Hardware & Topology
- ServiceNow, Salesforce
- Troubleshooting Microsoft Office, Adobe, Proprietary software, printers, scanners, etc.
- CA Single Sign-On (SSO)
- Strong organizational/analytical skills
- End Point & Antivirus Protection
- Troubleshooting & assisting users with remote connectivity issues with VPN's, laptops, cellphones, tablets
- Working knowledge of Active Directory, IAM, Group Policy, DNS, DHCP, & VM's
- Microsoft Identity Management (MIM/FIM)
- Incorporates ITIL best practices into job duties
- Complex Problem Solving
- Familiarity in ISO and NIST standards
- 3<sup>rd</sup> Party Communication Skills with outside vendors
- Imaging, configuring, & deploying workstations
- Experience in SQL DB troubleshooting
- Installing software necessary to user roles & system policy

## OTHER RELEVANT TECHNICAL PROFICIENCIES

<b>Platforms</b>	Linux; Azure; Terraform; IaaS; SaaS;
<b>Hardware</b>	Desktops, Laptops, Printers, Servers, Docking Stations, Routers, Tablets, Cell Phones, IPT Phones, SecurePass Cards (Smart Cards)
<b>Software</b>	Office 365; ServiceNow; Microsoft Planner; GitLab; Microsoft Forefront Identity Management (FIM); Privileged Identity Management (CyberArk); IaaS; ADUC (Active Directory); DNA Fusion
<b>Languages</b>	PowerShell, Command Line, Bash, HTML, CSS, JavaScript