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# NATALIE FARRELL

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## ABOUT ME/OBJECTIVE

An IT professional with 5+ years of experience and a passion for making systems work smarter, not harder. I specialize in cloud automation and identity management, having architected and secured user access for over 5,000 people. I thrive on diving into complex workflows, finding opportunities for improvement, and building solutions that enhance both security and user productivity!

## TECHNICAL SKILLS

- **Cloud Administration & Identity:** Google Workspace, AWS, GCP, Microsoft 365, Entra ID (Azure AD), SSO (SAML, OAuth), Clever
- **IT Service Management:** Zendesk, HelpScout, Intercom, Incident Management, Asset Management
- **Operating Systems & Networking:** Mac, Windows, DNS, DHCP, VPN
- **Automation & Scripting:** Python, GAM (Google Apps Manager) APIs, Git, GitHub
- **Databases:** MS SQL, MySQL, SQLite

## NON-TECHNICAL SKILLS

Hard-working, communicative, listens attentively, provides well-thought-out solutions, reliable, creative, empathetic, innovative, technologically savvy, and quick to learn new skills.

## SPECIAL PROJECTS/PROGRAMMING EXPERIENCE

Developed a relational database for a zoo management system using MS SQL. Created a full-stack Python/Django application for hobbyists to track collections, utilizing APIs and data scraping.

## EDUCATION

### [The Tech Academy](#) — *Python Developer*

MARCH 2019 - January 2020, PORTLAND, OR

Languages learned: Python, JavaScript, HTML, CSS, SQL. Includes a Live Project that focuses on Python, resulting in real-world development experience. This Bootcamp covered front-end and back-end web and software development.

### [MiraCosta Community College](#) — *Multimedia Arts & Technologies*

AUGUST 2012 - MAY 2015, ENCINITAS, CA

## EXPERIENCE

### **SYS Education, Hybrid** – *IT Support, Shipping Specialist, Sound Engineer, Video Editor (Hybrid & full-time)*

JULY 2020 – Present

- Administered a diverse portfolio of SaaS applications including Google Workspace, Canvas LMS, and PowerSchool.
- Managed and troubleshoot SAML-based SSO integrations to provide secure access to third-party applications.
- Took full ownership of IT security for our 5,000+ users, building the rules for who could access what and acting as the direct point of contact for any security threat or incident.
- Developed Python automation scripts utilizing the GAM command-line tool and Google Sheets API to streamline the management and synchronization of student data in Google Workspace, enhancing data accessibility and operational efficiency.
- Providing Tier 1-2/escalation support assistance for account user management, device troubleshooting/replacements, site issues, and allow-listing/block-listing for up to 5000 users.
- Managed the hardware asset lifecycle for a hybrid workforce, including procurement, inventory management, and device provisioning.

### **Undisclosed Project** – *Software Developer*

JUNE 2020 – April 2021

- Resurrected an old project in MySQL with partially filled-in data.
- Stood up a physical QA machine for the QA staging.
- Updating logos and text fields for the company using CSS.
- QA tested and bug-reported new versions of the web application.
- Using Visual Studio 2019 community edition to debug the web application by reading the debugger.
- The web app was built out of C# – occasionally tinkered and debugged it.

### **Bidsketch, Remote** – *Account Executive & Technical Support*

FEBRUARY 2016 – APRIL 2018

- Answered Customer Support using: Help Scout, Intercom, Postmark, Chatra (chat system), and work email.
- Created short support or instructional screencast videos, and wrote/edited help guides, and created help videos.
- Customer research and online marketing research and analysis.
- Tested the web application and set up demos with potential customers.

## REFERENCES

Available upon request.