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# Nathaniel Scott

## Primary JIRA Administrator

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### SKILLS

- JIRA Administration
- Zendesk Administration
- Pagerduty Administration
- Microsoft Azure EA Administrator
- AWS RBAC Admin
- Installing and Troubleshooting Microsoft Windows 7, 8, 10, Mac OSX 10.11+
- Remote support of users
- Troubleshooting Microsoft Windows Server 2003, 2008, 2012
- Managing Microsoft Active Directory
- TCP/IP IPv4 networking
- Network rack cable management
- Installation of Digital and VoIP phone systems
- Customer relations

### EXPERIENCE

#### **Dell - Austin, TX** - *Jira Administrator*

Aug. 2018 - Present

- Main point of contact for onboarding new projects for one division
- Work with team leads to translate their business requirements into functioning Jira projects
- Develop Groovy scripts for use within workflows
- Provide training to end users on use of Jira and their projects
- Work with team members to develop internal process

#### **IBM - Austin, TX** - *IBM Cloud Brokerage Service Operations (acquired Gravitant in Nov. 2015)*

Oct 2014 - Mar 2018

- Migrated Jira and Confluence from cloud version to dockerized locally hosted solution in Softlayer
- Responsible for project creation and maintenance
- Main point of contact for all integrations into Jira
- Responsible for add-on installation, maintenance, and configuration for Jira/Confluence
- User and Groups administration for multiple SAS and Cloud based products

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- Transitioned through multiple authentication methods: Google OAuth, Cloud Based LDAP, and locally hosted LDAP
  - Knowledge Transfer and training on usage of Jira/Confluence
  - Main point of contact for migrating out of Google's GSuite

**itWORKS! - West Barnstable, MA.** - *Help desk Representative*

Nov 2013 - April 2014

- Responsible for handling incoming customer requests
- Provide remote Help desk support for multiple clients
- Assemble and troubleshoot customer computer builds
- Create documentation and processes for various tasks
- Assisted on-boarding of new client

**Alcon DTS - Austin, TX** - *Senior Support Specialist*

March 2008 - Oct 2014

- Primary desktop and server hardware repair technician
- Primary telephone installation technician
- Develop, deploy, and maintain Servers and desktops
- Provide remote Help desk support for multiple clients
- Senior Tech for multiple hardware roll outs

## Education

University of North Texas

Connecticut School of Broadcasting