

Nathan Gerard-Bowen

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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 Server
Microsoft Deployment Tool
Powershell
Terraform
Wireshark
Active Directory
Okta
Intune
Entra ID

Education

B.S. Cloud Computing
Western Governors University, 2023

Professional Experience

System Administrator

Highland Ventures, LTD | Brentwood, TN (January 2024 - Current)

- Worked with a team of one other coworker to build, deploy, and integrate a Meraki SDWAN solution for 120 different locations
- Designed and deployed a Microsoft Entra ID infrastructure, enabling login auditing, Self Service Password Reset, and Single Sign On
- Implemented Mobile Device Management utilizing Microsoft Intune for unified software installation and user management
- Lead the implementation of CrowdStrike Falcon on all end-user devices and developed security policies to comply with CyberSecurity Standards
- Scripted software deployment for user devices with Powershell and Bash

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
- Tracked and maintained end user devices by utilizing Meraki's MDM platform

IT Specialist

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

- Managed 4 different Windows 2012 servers, 2 of which were virtual, by ensuring proper patching and security posturing
- Maintained DNS records hosted through Windows 2012 server for intranet routing
- Implemented and managed a print server using the Windows Print Server Blade
- 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

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
- Managed onboarding and offboarding users in an Azure AD environment
- Specced out and purchased a Windows Server to set up an Active Directory environment

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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