

NATE WALKER

Service Desk Manager / IT Manager • People & Process Leader

San Francisco Bay Area, CA

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PROFESSIONAL SUMMARY

Service Desk Manager in an MSP environment leading a 7-person team. Builds high-performing operations by tightening processes, clarifying roles, and instrumenting KPIs/dashboards. Known for significantly improving response times (especially **urgent/security** tickets), clearing backlogs, and raising consistency through SOPs, change governance, and escalation paths. Comfortable partnering with security and compliance teams (HIPAA) while staying hands-on with the tools that keep the desk running.

LEADERSHIP & OPERATIONS HIGHLIGHTS

- **Team leadership:** Manage a team of **7**; run 1:1s and development plans; conduct performance reviews; assist with hiring and onboarding.
 - **Volume & triage:** Oversee **~50 tickets/day**; reworked prioritization to accelerate **urgent/security** response and resolution times.
 - **Process & governance:** Overhauled and formalized **Incident**, **Change** (mgmt review/approval), **Escalation** (tiering paths), and **Alerting** procedures; instituted an **annual procedure review** cadence.
 - **Instrumentation:** Built gauges/dashboards for team performance; implemented alerting to detect tickets/tasks not handled correctly; reduced stale ticket log by **90%**.
 - **Stakeholders & scale:** Communicate status and risks with leadership and clients across **~75 clients**, **~1,500 endpoints**, **~100 sites** (aggregate MSP scale).
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SELECTED MANAGEMENT PROJECTS

Client Acquisition Integration (MSP) — 6 months

Led the IT integration for a newly acquired client into the MSP's existing standards. Coordinated discovery, identity/access alignment, policy/application baselines, and cutover sequencing. **Outcome:** Smooth transition and adoption with positive client feedback.

On-Prem to Cloud Migration — 3 months

Directed migration of on-prem services to cloud apps plus a single **Azure VM** for remaining workloads. Sequenced data moves, change windows, and end-user comms/training. **Outcome:** Minimal downtime, simplified ops.

Google Workspace Security Hardening Program — ongoing

Partnered with SME to overhaul baseline hardening and create a **repeatable review procedure**; aligned runbooks and checklists for periodic reassessment across clients.

SECURITY & COMPLIANCE LEADERSHIP

- Collaborated on **HIPAA** initiatives; authored policies (**AUP**, **Data Retention**, etc.) and coordinated roll-outs with client stakeholders.
 - Ensured service desk alignment with security standards (MFA enforcement, conditional access adherence, endpoint baselines) via SOPs and reviews.
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TOOLS & PLATFORMS

- **Service / RMM / MDM:** Autotask, Datto RMM, Intune (Endpoint Manager), Addigy, ABM/ADE
 - **Productivity & Platforms:** Microsoft 365/Entra ID, SharePoint, Google Workspace
 - **Network / Infra (context):** SonicWall, UniFi, Cisco Meraki; **Hyper-V**; **Synology** with **WORM/immutability**; **Wazuh/Kiwi Syslog** (visibility)
 - **Automation & Reporting:** PowerShell, Excel/Power BI (dashboards), SOP documentation
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PROFESSIONAL EXPERIENCE

Local MSP — San Francisco Bay Area

Service Desk Manager • **Spring 2025 – Present** - Manage a **7-person** team; run hiring panels, refine onboarding, conduct 1:1 development, and deliver performance reviews. - Rebuilt ticket **prioritization and response** for urgent/security incidents; materially improved **response and resolution times**. - Designed and enforced **Incident, Change, Escalation**, and **Alerting** procedures with an **annual review** mechanism. - Built **dashboards** and **alerts** to track SLA, hygiene, and mis-handled tickets; cut stale ticket backlog by **90%**. - Coordinated cross-team work for client acquisition integration and on-prem→cloud migration; reported status to leadership and clients.

Systems Administrator • **2024 – 2025**

Provided hands-on support across Microsoft 365/Entra ID, Windows Server/AD, Hyper-V, Synology, and network/firewall deployments; partnered with security on MFA, baseline GPOs, and logging/visibility.

Math & Computer Science Teacher — Various CA Schools • 2018 – 2024

Tenured educator; strong communication, coaching, and structured problem-solving.

EDUCATION

M.S. in Cybersecurity (Information Security Track) — Georgia Institute of Technology • *2024 – Present*
Expected: June 2027 • Coursework: **Secure Computer Systems, Cybersecurity Policy**

B.S. in Mathematics–Computer Science — University of California, San Diego • *2018*

M.Ed. in Mathematics Education — University of California, San Diego • *2019*

CERTIFICATIONS

CompTIA **Security+**, **Network+**, **A+**

KEYWORDS (ATS)

Service Desk Manager • IT Manager • team leadership • coaching • performance reviews • hiring/onboarding • KPIs • dashboards • SLA • MTTR • escalation • change management • incident management • SOPs •

runbooks • Autotask • Datto RMM • Intune • Addigy • ABM • ADE • Microsoft 365 • Entra ID • SharePoint • Google Workspace • PowerShell • Hyper-V • Synology • WORM/immutability • SonicWall • UniFi • Meraki • Wazuh • Kiwi Syslog • HIPAA • AUP • data retention policy