NATE WALKER

Service Desk Manager / IT Manager • People & Process Leader

San Francisco Bay Area, CA nathan.walker1996@yahoo.com

LinkedIn: https://www.linkedin.com/in/nathaniel-walker-5a2011322/

GitHub: https://github.com/awesome2000

Website: https://natewalker.net

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, NIST) 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).

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.

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

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