

Nathan Carpenter

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SUMMARY

Systems Administrator owning end-to-end infrastructure for a multi-branch, FFIEC-regulated community bank. Specializes in Microsoft cloud and identity (Azure, Entra ID, Intune, Microsoft 365), Windows Server, and enterprise networking, with delivery proven through banking audits and examinations.

RELEVANT SKILLS

Cloud & Identity: Azure, Entra ID, Microsoft 365, Intune, Conditional Access, MFA, SSO

Infrastructure & Virtualization: Windows Server, Hyper-V, Active Directory, DNS, DHCP, NPS, AD CS / PKI

Security & Networking: RADIUS, certificate-based auth, Meraki MX, Cisco, Microsoft Defender for Endpoint

Automation, Monitoring & Data: PowerShell, Zabbix, SNMP, SQL Server, Windows Server Backup, ConnectWise

Compliance: FFIEC, audit & examination support

RELEVANT EXPERIENCE

Systems Administrator | Cattaraugus County Bank | July 2024 – Present

- Sole administrator for all IT infrastructure across 7 branches and 60+ users as a single point-of-contact
- Implemented highly available networking with 99.99% uptime during tenure
- Managed a hybrid virtualized environment across on-prem Hyper-V and Azure compute
- Ran disaster recovery testing and managed with Windows Server backup to meet regulatory needs
- Configured redundant Microsoft Servers for Active Directory, DHCP, DNS, and network policy servers
- Deployed policies, patches, and applications to 100+ devices using Intune and group policy
- Utilized PowerShell scripting to automate Entra onboarding and vital infrastructure notifications
- Minimized customer calls to voicemail by 95% with call centers and overflow groups in Nextiva
- Designed and deployed an enterprise SQL database to track employee system access, eliminating spreadsheet-based tracking and improving audit readiness
- Minimized lockouts and maximized efficiency with Entra ID SSO and certificate-based auth

Network Administrator | Self-employed | August 2022 – Jul 2024

- Deployed wired and wireless networks for residential clients as an independent contractor
- Installed and configured Cisco routers, switches, wireless access points, and cabling
- Worked directly with clients to assess needs and to recommend equipment

NOTABLE PROJECTS

- **Wi-Fi Hardening:** Replaced shared-password Wi-Fi with certificate-based EAP-TLS authentication using RADIUS, AD CS, and highly available NPS reducing our attack surface
- **Entra Onboarding Automation (SCIM):** Automated new-hire onboarding by provisioning user accounts through SCIM with the Microsoft Entra provisioning agent
- **SharePoint Employee Dashboard:** Created a full SharePoint dashboard, giving staff quick, centralized access to key employee resources bolstering internal communication and teamwork
- **Employee Data Automation:** Built Power Automate cloud flows that generate SharePoint lists of employee information pulled from Entra ID for SharePoint site dashboard
- **Zabbix Monitoring:** Built a docker container Zabbix stack on Hyper-V using Ubuntu with SNMP traps for proactive alerting and executive SLA reporting

EDUCATION

B.S. | Computer Science
Empire State College
Graduated Dec 2023 | GPA: 3.89

A.S. | Computer Science
Jamestown Community College
Graduated Sep 2022 | GPA: 3.50

CERTIFICATIONS

- CompTIA Network+ (Apr 2026)
- Microsoft Azure Fundamentals - AZ-900 (Jan 2025)
- Microsoft Azure Administrator - AZ-104 (in progress)