

Nathan Tubergen

Well rounded IT and Non-Profit Management experience with an emphasis on Workflow Automation and Cloud Solutions

EDUCATION

Information Systems (B.S.)
Business Management Minor
Grand Valley State University

Graduated May 2019

EXPERIENCE

IT Manager – MOKA, Grand Rapids

2020-Present

- Orchestrated strategic analyses of legacy systems, propelling optimization initiatives.
- Pioneered integration of innovative technologies for streamlined workflows and enhanced user interfaces.
- Directed meticulous network redesign for an elevated remote work experience.
- Elevated user satisfaction by enhancing the ease-of-use for helpdesk and support channels.
- Ensured compliance with HIPAA, PCI, and other standards through infrastructure updates.
- Implemented rigorous tracking and monitoring protocols, swiftly resolving system issues at their roots.
- Provided oversight to Helpdesk staff, ensuring optimal performance and customer satisfaction.

IT Manager – YMCA of Greater Grand Rapids, Grand Rapids

2019-2020

- Spearheaded infrastructure resource planning, fostering knowledge gathering and sharing.
- Strategically leveraged in-house support and consultant teams for diverse IT projects.
- Ensured uninterrupted business technology continuity during the challenging COVID-19 pandemic.

IT Specialist, YMCA 2017 - 2019

ISP Technician, Vergennes Broadband 2016 - 2017

IT Technician, GVSU 2013 - 2014

Grand Rapids, MI
(616) 334- 8611
tubergen@mail.gvsu.edu

SKILLS

- Windows/Mac/Linux Config
- Azure/AD/Google Admin
- O365/Teams/Exchange
- Power Automate
- DNS/DHCP/SSL/VLANs
- PowerShell/CMD/SQL
- JSON/XML/REST
- Programming:
C/C#/Java/VB/JS/.NET/PHP/HTML
- Reporting: Crystal/Tableau/Power BI
- Adobe Software
- Data Backup
- Networking:
Ubiquiti/Watchguard/Cisco
- VoIP: Jive/Cisco/Teams
- Security: SonicWall/Barracuda
- MDM: Windows/Android/Chrome/iOS
- Virtualization:
Hyper-V/VBox/VMWare
- HR Systems: Paycor/Kronos/Paylocity

RECENT PROJECTS

- Microsoft 365 org-wide rollout
 - SharePoint Online
 - Power Automate workflow creation
 - Exchange Online
 - Teams Phones Conversion
 - Power BI Reporting
- Role-based Security Onboarding and Automated Staff Updates
- Infrastructure Design and Implementation
- HR and Financial System Migration

