IT / SYSTEMS & SUPPORT

Nate DuBois

IT Support • Systems Administration • Automation

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Portfolio: nate-portfolio-136.pages.dev • LinkedIn profile

01 / PROFILE

IT support and operations professional supporting **50+ employees across three locations**. Experienced in Microsoft 365 administration, endpoint management, secure networking, troubleshooting, and practical workflow automation.

02 / PROFESSIONAL EXPERIENCE

Suburban Pest Control

Mar 2018 - Present

IT / Technical Support & Operations | Yonkers, NY

- Administer **Microsoft 365 / Entra ID**: user accounts, MFA, licensing, Exchange Online, Teams, SharePoint permissions, and Google Workspace.
- Provide Tier 1/Tier 2 support for Windows devices, Active Directory, Group Policy, printers, Yealink VoIP, connectivity, and PestPac.
- Originally implemented **Mosyle Business MDM**; manage iPhone/iPad enrollment, app deployment, removals, troubleshooting, and push-token maintenance.
- Installed a **SonicWall site-to-site VPN** supporting three workstations and two laptops; supported remote access through Cloud Secure Edge.
- Built a **Microsoft Forms + SharePoint + Power Automate** service desk with unique ticket IDs, tracking, and email notifications.
- Validated a DHCP transition, retired three legacy virtual machines, supported security patching, and developed AI-assisted asset and knowledge workflows.

03 / EARLIER EXPERIENCE

Laborie Boys' Primary School

Sep 2009 - Jul 2012

Teacher / Computer Technician. Maintained school computers, deployed upgrades, supported staff, and created administrative databases.

04 / EDUCATION

City College of New York — B.A., Digital Design (2017)
ASA College — Associate Degree, Computer Programming (2014)

05 / TECHNICAL TOOLKIT

Platforms: Microsoft 365, Entra ID, Exchange Online, SharePoint, Teams, Windows Server / AD, Google Workspace
Operations: Mosyle, SonicWall, Power Automate, PowerShell, ManageEngine Endpoint, Excel, IT documentation