

Nathan Carpenter

IT Administrator

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Summary

As a Systems Administrator at a community bank, I've gained hands-on experience managing secure, enterprise-grade infrastructure across multiple branches. I bring a strong passion for technology, a self-driven mindset, and a versatile skill set that allows me to tackle complex IT challenges with confidence.

Outside of work, I continuously expand my expertise through home labs and independent projects, staying ahead in a fast-paced, ever-evolving field. My commitment to growth, paired with real-world problem-solving and project leadership, makes me a strong candidate for any IT administrator role.

System Administrator

Cattaraugus County Bank (July 2024 - Now)

- Managed technical support for all internal staff across 6 branches, independently resolving Tier 1–3 issues.
- Maintained and administered Windows Server infrastructure, including DHCP, Group Policy, Active Directory, Auditing, NPS, File & Print services, and Certificate Authority.
- Led deployment and maintenance of Meraki and Cisco networking equipment; configured RADIUS authentication to secure internal wireless infrastructure.
- Collaborated with over 30 external vendors, including negotiating service contracts and managing renewals.
- Oversaw all hardware lifecycle operations including servers, laptops, workstations, and networking gear—planning, setup, deployment, and upgrades.
- Designed and implemented new IT systems to replace outdated processes, including a hardware asset management solution and a full MDT (Microsoft Deployment Toolkit) imaging setup.
- Coordinated with the ISO to ensure compliance with strict financial and cybersecurity regulations.
- Provisioned and deprovisioned user access across 30+ enterprise systems, handling both onboarding and offboarding in-person and remotely.
- Utilized the full Microsoft Entra / Azure suite, including Intune, Exchange Admin, Purview, and related tools, for endpoint management, mail flow, compliance, and security.
- Created and maintained PowerShell scripts to automate and streamline routine IT tasks, improving operational efficiency.
- Led multiple self-initiated IT projects, demonstrating strong independence, ownership, and follow-through on long-term goals.
- Gained experience managing infrastructure using VMware, both professionally and in a home lab environment.

Education

BS: Computer Science

Empire State University | Fredonia, New York
12/23/2023 | GPA: 3.89

AS: Computer Science

Jamestown Community College | Jamestown, New York
09/23/2022 | GPA: 3.50