

Nathan Hug

IT Manager | Infrastructure • Operations • Security

Results-driven IT leader with 8+ years of progressive experience across system administration, IT operations, and infrastructure management. Proven ability to lead high-performing teams, automate processes, and implement scalable, secure solutions that align technology strategy with business objectives. Experienced in cloud infrastructure, endpoint management, and compliance.

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Skills

Leadership & IT Operations: Team leadership, ITIL processes, ITSM, process automation, budgeting, KPI & SLA governance

Infrastructure & Cloud: AWS, on-prem servers, networking, DR & business continuity, asset lifecycle management

Security & Compliance: CrowdStrike, Abnormal, KnowB4, Vanta (SOC 2 / ISO 27001), Druva, Identity & Access Management, zero trust principles

Collaboration & Tools: Google Workspace, Slack, Zoom, Atlassian, Jumpcloud, FreshService, Action1

Scripting & Automation: JavaScript, PowerShell, middleware (Make)

Experience

Harbinger Motors, Manager, IT Operations

January 2024 - Current

Achievements:

- **Implemented JumpCloud MDM** and cloud directory, unifying user/device management across Windows, macOS, & Ubuntu environments
- **Deployed** CrowdStrike CNAPP cloud security solution, delivering visibility into IOMs and IOAs to strengthen the organization's overall cybersecurity posture
- **Architected and led onboarding automation**, reducing manual provisioning tasks by 70% and significantly accelerating Day 1 employee readiness
- **Streamlined lifecycle management** of \$1M in IT hardware assets, improving tracking accuracy and reducing procurement time by 40%
- **Improved security posture** through SSO and IAM integrations, reducing shadow IT and strengthening compliance readiness
- **Mentored** a service desk team of 4 technicians, raising first-response SLA adherence from 80% to 90%
- **Deployed and secured** the company's first fleet of macOS, iOS, Android, and Surface devices, implementing hardening policies, encryption standards, and MDM controls to align with security and compliance objectives
- **Deployed ITSM** for both IT and Facilities, aligning request flows and boosting internal response transparency
- **Managed core AWS infrastructure** across networking, compute, identity, and storage services, ensuring stable and secure delivery of business critical systems

Americor, IT Helpdesk Technician

April 2022 - January 2024

Achievements: Launched company internal IT portal, automated new hire onboarding process, assisted with AWS S3 bucket configurations, and implemented API heartbeat script. Supported 1000+ users while providing excellent service within SLA times

Goldman Sachs (Insight Global), Desktop Support

August 2021 - April 2022

Achievements: Assisted executives, managed and deployed 500+ computer systems with SharePoint, and utilized ServiceNow to record and track IT tickets



CERTIFICATIONS

AWS Certified Security - Specialty
In Progress

AWS Solutions Architect - Associate
October 2023

Jumpcloud Core
June 2022

JavaScript Algorithms and Data Structures
(FreeCodeCamp)
January 2022

Japanese Language Proficiency Test N2
July 2016



EDUCATION

Bachelor of Arts: Linguistics, Japanese
University of Wisconsin - Milwaukee
September 2009 - May 2014



OTHER LANGUAGES

Japanese