

Nathaniel Bear

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PROFESSIONAL SUMMARY

IT leader with 15+ years of experience spanning ERP administration, infrastructure modernization, cybersecurity incident response, and team management in manufacturing and retail environments. Currently managing Dynamics 365 operations, Azure cloud infrastructure, and a cross-functional IT team at a manufacturing company. Previously served as IT Director overseeing 30-location retail operations with full PCI-DSS, SOX, GDPR, and CCPA compliance responsibility, including interim CIO role during the pandemic. Proven track record of leading system implementations, managing capital budgets, and translating business requirements into scalable technology solutions. U.S. Navy veteran.

CORE COMPETENCIES

ERP & Business Systems: Microsoft Dynamics 365 F&O/FSCM, Business Analysis, Data Warehouse, Power BI, Regression Testing

Security & Compliance: PCI-DSS, SOX, GDPR, CCPA, Ransomware IR, MFA/VPN, Endpoint Hardening

Management: IT Budgeting, Vendor Relations, Project Management, SLA Management, Staff Development

Cloud & Infrastructure: Microsoft Azure, Office 365, Intune/MDM, Active Directory, VMware/KVM Virtualization, SAN

Networking: Firewall Mgmt, L2/L3 Switching, VoIP (Teams Phone, Polycom), Meraki, Ubiquiti/Unifi

Platforms: Windows Server, Windows 10/11, macOS, Linux, SharePoint, FreshService, Power BI

EMPLOYMENT HISTORY

IT Manager

Aug 2022 - Present

B/A Products Co., Columbia, MD

- Primary technical lead for Microsoft Dynamics 365 ERP, Azure cloud operations, and enterprise IT supporting manufacturing and warehouse operations.
- Delivered label printing modernization project 88% under budget (\$11K actual vs. \$90K projected), decentralizing production printing and eliminating wasted staff travel time.
- Led company-wide migration from local Active Directory to Azure Cloud Intune (EUC 2.0), modernizing device provisioning and security compliance across 85+ endpoints.
- Led full VoIP migration from legacy Avaya to Microsoft Teams Phone, improving reliability and reducing telephony costs.
- Oversee Data Warehouse and Business Intelligence tool development supporting executive reporting and data-driven decision-making.
- Streamlined D365 ERP implementation as liaison between business users and external development team, reducing support escalations and improving adoption.
- Managed Windows 10 to 11 upgrade across 85+ assets and full sunset of legacy Anzio Unix ERP system.
- Migrated ticketing operations to FreshService, improving request tracking and SLA visibility.
- Authored and submitted state grant application for operations expansion; managed full application lifecycle.
- Manage annual capital and operating budgets, vendor relations, and 100+ endpoints including PCs, Macs, printers, scanners, and mobile devices.

IT Director

Nov 2018 - Mar 2022

South Moon Under, Rehoboth Beach, DE

- Directed IT operations for a 30-location retail chain (HQ, warehouse, and stores along the East Coast) supporting 150+ licensed users.
- Led ransomware incident response and complete recovery, rebuilding company-wide assets and hardening security posture across all locations with zero data loss.
- Served as interim CIO during COVID-19, reporting directly to executive team and orchestrating rapid transition to remote workforce.
- Deployed SSTP VPN, MS Authenticator, and Azure MFA (O365 delegated to local AD via RADIUS) to enable secure remote operations.
- Migrated virtual infrastructure from VMware/NAS to Scale KVM hyperconverged solution, reducing hardware costs and improving reliability.
- Managed Meraki spoke-VPN network, KWI Point-of-Sale systems, and full compliance across PCI-DSS, GDPR, CCPA, and SOX frameworks.
- Modernized Avaya phone systems to Granite Polycom VoIP and led company-wide Windows 7 to 10 upgrade across 170+ assets.

Network Administrator

Dec 2014 - Nov 2018

Angel Fire Resort, Angel Fire, NM

- Managed IT infrastructure for a multi-property resort operation (120-room hotel, 105-pad RV resort, country club, and construction facility).
- Maintained VMware infrastructure, 10GigE SAN, and 50-access-point guest WiFi network.
- Executed network modernization from legacy Netgear to Ubiquiti Unifi infrastructure.
- Replaced legacy Dell tape backup with Veeam and cloud-based disaster recovery.
- Deployed ESET endpoint security across ~160 endpoints (Windows, Mac, Linux).
- Migrated IT ticketing from Spiceworks to Salesforce for improved project and incident management.

EARLIER CAREER

Owner, Firefly Cafe (2015-2016) - Founded, operated, and successfully sold a food service business. Managed P&L, investors, vendors, and all technology systems.

Associate Broker, Coldwell Banker (2014-2016) - Managed technology operations for the brokerage. Generated \$1.2M in new sales.

Senior Network Engineer, TechBundle/SnR Wireless (2007-2008) - Oversaw MSP NOC operations and acquisition integration, tripling client base and doubling revenues. Deployed CRM increasing profitability 44%.

VP, Information Systems & Technologies, Bottom Line Bookkeeping (2005-2007) - Led infrastructure projects including 18-node load balancing server cluster. Managed virtualization and SAN deployments.

CEO, Nabea & Kisch, Inc (2000-2005) - Founded and led sales organization with staff of 11 across three metropolitan areas.

EDUCATION & MILITARY SERVICE

Program	Institution	GPA
IT Business Management	Western Governors University	4.0
Biomedical Engineering	Blinn College	3.9

U.S. Navy Veteran - Electronics Technician Petty Officer 3rd Class (ET3). Maintained and troubleshot mission-critical electronics, operations, and communications systems aboard DoD vessels. Responsible for preventive maintenance, system diagnostics, and technical documentation in high-stakes operational environments. Led emergency response training and quality control initiatives.