

Portland, OR
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NATALIE FARRELL

ABOUT ME/OBJECTIVE

An IT professional with 5+ years of experience and a passion for making systems work smarter, not harder. I specialize in cloud automation and identity management, having architected and secured user access for over 5,000 people. I thrive on diving into complex workflows, finding opportunities for improvement, and building solutions that enhance both security and user productivity!

TECHNICAL SKILLS

- **Cloud Administration & Identity:** Google Workspace, AWS, GCP, Microsoft 365, Entra ID (Azure AD), SSO (SAML, OAuth), Clever
- **IT Service Management:** Zendesk, HelpScout, Intercom, Incident Management, Asset Management
- **Operating Systems & Networking:** Mac, Windows, DNS, DHCP, VPN
- **Automation & Scripting:** Python, GAM (Google Apps Manager) APIs, Git, GitHub
- **Databases:** MS SQL, MySQL, SQLite

NON-TECHNICAL SKILLS

Hard-working, communicative, listens attentively, provides well-thought-out solutions, reliable, creative, empathetic, innovative, technologically savvy, and quick to learn new skills.

SPECIAL PROJECTS/PROGRAMMING EXPERIENCE

Developed a relational database for a zoo management system using MS SQL. Created a full-stack Python/Django application for hobbyists to track collections, utilizing APIs and data scraping.

EDUCATION

[The Tech Academy](#) – *Python Developer*

MARCH 2019 – January 2020, PORTLAND, OR

Languages learned: Python, JavaScript, HTML, CSS, SQL. Includes a Live Project that focuses on Python, resulting in real-world development experience. This Bootcamp covered front-end and back-end web and software development.

[MiraCosta Community College](#) – *Multimedia Arts & Technologies*

AUGUST 2012 – MAY 2015, ENCINITAS, CA

EXPERIENCE

SYS Education, Hybrid – *Technical Support Engineer (Hybrid & full-time)*

JULY 2020 – Present

- Administered and provided Zendesk-based escalation support for a diverse SaaS portfolio (Google Workspace, Canvas LMS, PowerSchool) for up to 5,000 users, covering account management, device troubleshooting, and access control.
- Architected and managed IT security protocols for 5,000+ users, including SAML-based SSO integrations, and served as the primary point of contact for security threats and incidents.
- Developed Python automation scripts utilizing the GAM command-line tool and Google Sheets API to streamline the management and synchronization of student data in Google Workspace, enhancing data accessibility and operational efficiency.
- Designed and built a full-stack device lifecycle automation system integrating a student information system, device management platform, ticketing system, and Google Sheets, using snapshot-based change detection to eliminate manual data entry across multiple systems.
- Developed a Flask-based webhook receiver, deployed via a secure cloud tunnel, to automatically reactivate managed devices in Google Workspace based on real-time warehouse check-in events.
- Led a full Microsoft Intune, Entra ID, and Autopilot deployment for a 185-device laptop fleet, including bulk account provisioning, Win32 application packaging, BitLocker and compliance policy configuration, and zero-touch enrollment profiles.
- Diagnosed and resolved a production automation failure during a live enrollment cycle by building a custom recovery script that reconciled ticketing and spreadsheet records for dozens of affected accounts, restoring service without data loss.
- Managed the hardware asset lifecycle for a hybrid workforce, including procurement, inventory management, and device provisioning.
- Built and maintained a Flask web application for shipping and device logistics management, supporting multiple user-facing portals and deployed on cloud infrastructure.

Undisclosed Project – *Software Developer*

JUNE 2020 – April 2021

- Resurrected a legacy MySQL project with partially filled-in data and stood up a physical QA staging environment.
- QA tested and bug-reported new versions of the web application.
- Debugged and maintained a C#-based web application using Visual Studio, including logo and text field updates via CSS.

Bidsketch, Remote – *Account Executive & Technical Support*

FEBRUARY 2016 – APRIL 2018

- Answered Customer Support using: Help Scout, Intercom, Postmark, Chatra (chat system), and work email.
- Created instructional screencast videos, wrote/edited help guides, conducted customer and market research, tested the web application, and ran product demos for prospective customers.

REFERENCES

Available upon request.