

NATHANIEL THOMPSON

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Professional Summary

Strategic IT Portfolio Leader with 10+ years of experience delivering enterprise-scale programs across biotech, government, and infrastructure-driven organizations. Brings a proven track record managing \$10M+ portfolios tied to M&A divestitures, facility expansions, and compliance-driven technology initiatives. Builds and leads lean PMOs, aligns execution to strategy, and simplifies intake, governance, and reporting processes. Known for navigating ambiguity, leading through transitions, and driving results across IT-led programs intersecting with G&A, R&D, and CMC functions.

Certifications

- PMP, Project Management Institute (2028)
- AWS Certified Cloud Practitioner (2019-2022)

Work History

Associate Director, IT Portfolio Management & PMO, 01/2024 to Current

Seres Therapeutics – Cambridge, MA

- Currently lead portfolio execution across TSA divestiture efforts - covering infrastructure, data, and system transitions.
- Built the IT PMO function from the ground up, including its framework, governance model, and intake-to-execution workflows - all within Smartsheet, using automation to streamline project reviews, approvals, assignments, and reporting.
- Established IT's formal project intake and prioritization structure, aligning all project efforts to both corporate objectives and departmental goals.
- Created a standardized delivery model used by experienced PMs and non-PM business leads, with built-in tools and enablement to guide delivery.
- Introduced portfolio-level budget governance, enabling department-wide visibility into spend, forecasting, and year over year cost saving opportunities.
- Delivered cross-functional transparency not seen in prior years by integrating dashboards, resourcing models, and financial tracking into PMO operations.
- Own vendor oversight, reporting, and governance across a \$10M+ portfolio while mentoring PMs and supporting execution under lean resource conditions.

Senior Manager, IT Program and Project Management, 01/2023 to 01/2024

Seres Therapeutics – Cambridge, MA

- Oversaw final facility buildout go-lives and supported FDA approval of VOWST, including the stabilization of key systems and infrastructure.
- Managed IT program delivery during scale-down efforts and an enterprise-wide reduction in force at the end of 2023.
- Supported internal reorganization efforts post-commercial launch, helping streamline project backlog and shift focus toward operational efficiency.
- Partnered with executive leadership to maintain visibility and control across a shifting portfolio.

Manager, IT Program and Project Management, 03/2021 to 02/2023

Seres Therapeutics – Cambridge, MA

- Led IT workstreams for five new facility buildouts over two years, including GMP manufacturing, labs, and office expansions - supporting the Phase 3 and commercial scale-up of VOWST (SER-109).
- Delivered infrastructure and systems across R&D, Clinical, and GxP environments under a centralized capital program.
- Created Smartsheet-based governance and tracking frameworks to improve executive visibility and keep high-velocity projects aligned across functions.
- Managed vendor relationships, procurement coordination, and cross-site scheduling to hit aggressive timelines tied to commercial readiness.

IT Project Consultant /Team Leader - Service Delivery, 06/2019 to 03/2021

H3 Biomedicine (via TEKsystems) – Cambridge, MA

- Delivered IT operations and infrastructure improvements for a private biopharma company.
- Reduced paper waste by 20% through secure print systems and led return-to-office tech efforts during COVID-19.
- Upgraded legacy PBX and video conferencing infrastructure to cloud-based UCaaS solutions to improve communication and flexibility.

Team Leader - IT Service Delivery, 11/2017 to 05/2019

Woodforest National Bank – Houston, TX

- Automated IT service tasks using custom tools and scripts developed in PowerShell and Visual Studio.
- Managed account provisioning and multi-platform user access workflows across the enterprise.
- Administered Active Directory permissions and user access policies via RES Workspace.
- Handled incident response and tracking through ServiceNow and Cireson ticketing systems.
- Supported over 700 branch locations, streamlining troubleshooting and reducing escalations.

System Support Specialist, 10/2016 to 11/2017

Texas Department of Criminal Justice – Huntsville, TX

- Created a comprehensive 'User Manual' for 3rd-shift technicians in collaboration with the management team to guide nightly processing procedures
- Developed user-friendly GUI applications to assist technicians in solving remote troubleshooting challenges using PowerShell, Visual Basic, and Visual Studio
- Offered phone and remote application support to over 36,000 employees across 100+ prisons in the state of Texas.

Network Switching Systems Operator-Maintainer, 09/2012 to 03/2016

US Army – Fort Hood, TX

- Led team responsible for field communications infrastructure and tactical network operations.
- Trained soldiers in troubleshooting and maintaining multi-channel radio and network systems.

Skills

- **Platforms:** AWS, Azure, Nutanix, VMWare, Cisco/Meraki, Palo Alto
- **Tools:** Smartsheet, SharePoint, Jira, ServiceNow, Commvault, Google Workspace, Visual Studio, Ivanti RES, LogicMonitor, Trello
- **Languages:** PowerShell, Python

Education

Electrician Program, 05/2012

Plymouth South High School - Plymouth, MA

Affiliations

- Member, Project Management Institute (PMI)
- Houston Chapter (PMI)