
NATE THOMPSON

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PROFESSIONAL SUMMARY

Senior IT leader with 12+ years directing infrastructure, identity, security, and enterprise platforms within FDA-regulated biotech environments. Led technology through FDA approval, commercial launch, workforce restructuring (500 → 60), and a \$500M+ divestiture while preserving uptime, compliance, and cost control. Experienced building scalable operating models, rationalizing complex portfolios, and aligning IT execution to executive strategy during high-stakes transformation.

WORK HISTORY

Associate Director, Information Technology, 01/2024 - 10/2025

Seres Therapeutics – Cambridge, MA

- Accountable for enterprise IT operations during a 500 → 60 employee organizational restructuring, stabilizing infrastructure, identity, security, and SaaS platforms while maintaining regulatory compliance and uninterrupted service.
- Led IT execution for a \$500M+ pharmaceutical divestiture, separating infrastructure, applications, identity, and regulated data across 15 interdependent workstreams; delivered transition with zero downtime and no audit findings.
- Rebuilt the IT operating model and governance structure across a \$10M+ portfolio, establishing intake discipline, funding controls, decision rights, and executive reporting that reduced cycle time 75% without increasing headcount.
- Rationalized 55+ enterprise platforms and renegotiated 40+ vendor contracts, reducing total IT operating spend 65% and delivering \$2M+ in sustained savings aligned to post-divestiture footprint.
- Re-architected enterprise identity and access controls (Hybrid AD, Entra ID, SSO/SAML, MFA), implementing lifecycle automation and access rationalization across business and GxP systems.
- Directed blended teams (4 direct reports; 20+ matrixed contributors) and partnered with acquiring-company executives to align ERP, Veeva, cloud, and endpoint environments across FDA (21 CFR Part 11), HIPAA, and SOX-aligned controls.
- Established AI intake and governance framework to evaluate automation initiatives against regulatory, privacy, and operational risk thresholds.

Senior Manager / Manager, Information Technology, 03/2021 - 01/2024

Seres Therapeutics – Cambridge, MA

- Progressed from infrastructure program lead to enterprise technology leader supporting FDA approval and commercial launch of VOWST.
- Directed a \$4.3M multi-site infrastructure program across 7 facilities (HQ, R&D labs, GMP manufacturing, donor centers), delivering 13+ concurrent projects spanning networking, AV, access control, and collaboration systems.
- Designed and implemented enterprise backup and disaster recovery program protecting 50+ TB of regulated data; achieved 99.9% reliability and 4-hour RTO objectives.
- Standardized infrastructure architecture across all sites, reducing deployment timelines by 30% and creating reusable design frameworks adopted as organizational standards.
- Stabilized FDA-regulated platforms (Veeva Vault, clinical and manufacturing systems), improving uptime 15% and delivery efficiency 25% through structured incident and change controls.
- Rationalized systems and vendors post-approval, reducing recurring spend while maintaining compliance across clinical, manufacturing, and commercial domains.
- Managed technology portfolio supporting commercial launch readiness, aligning IT, Quality, Regulatory, and Commercial functions to production deadlines.
- Implemented vendor governance and procurement frameworks, reducing onboarding time 40% and achieving 15–20% cost savings through strategic sourcing and contract renegotiation.
- Partnered with Finance to develop forecasting and budget discipline as the organization transitioned from clinical-stage biotech to commercial operations.

IT Project / Team Lead – Service Delivery, 06/2019 - 03/2021

H3 Biomedicine (via TEKsystems) – Cambridge, MA

- Led a \$1.5M facility renovation supporting oncology research operations, delivering AV, network, and end-user infrastructure for 160+ workstations in an active lab environment.
- Designed and executed an enterprise transition from legacy PBX to cloud-based UCaaS, improving collaboration reliability and reducing operational risk associated with aging telephony systems.
- Implemented secure printing and a rapid COVID-19 contact tracing solution, enabling safe workplace operations, supporting compliance requirements, and reducing paper waste by 20%.
- Served as technical lead and client-facing partner, coordinating delivery across vendors, facilities, and research stakeholders to align technology outcomes with business and scientific needs.
- Mentored junior consultants and service delivery staff, providing technical guidance and delivery oversight while helping build a scalable, high-performing engagement team.

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

Woodforest National Bank – Houston, TX

- Led IT service delivery operations supporting 700+ retail branches and 1,500 ATMs, ensuring stability and responsiveness across a large, distributed financial services environment.
- Implemented enterprise monitoring and incident triage practices, reducing mean time to resolution and improving visibility into systemic issues affecting branch operations.
- Established a centralized knowledge-sharing and escalation framework, reducing repeat incidents, improving first-contact resolution, and increasing consistency across support teams.
- Served as escalation point and coach for Tier 1 service delivery staff, reinforcing operational discipline, documentation standards, and customer-focused support practices.

System Support Specialist, 10/2016 - 11/2017

Texas Department of Criminal Justice – Huntsville, TX

- Provided system and infrastructure support across a large, distributed state environment, supporting end users, servers, networked systems, and secure applications.
- Diagnosed and resolved hardware, software, and connectivity issues, escalating complex incidents and coordinating remediation to maintain operational continuity.
- Supported access control, endpoint configuration, and system documentation, operating within strict security and compliance requirements.
- Contributed to standardization and support process improvements that increased consistency and reduced repeat incidents.

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

US Army – Fort Hood, TX

- Operated and maintained enterprise-grade network switching and communications systems supporting mission-critical operations in high-availability environments.
- Performed installation, configuration, monitoring, and troubleshooting of network infrastructure, ensuring uptime, security, and performance under operational constraints.
- Executed preventative maintenance and incident response procedures, adhering to strict technical standards and chain-of-command protocols.
- Collaborated with cross-functional military units to support secure, reliable communications across distributed locations.

Identity & Access Management: Hybrid Active Directory, Azure AD / Entra ID, Okta, SAML/SSO, MFA, Conditional Access, RBAC, access reviews, user lifecycle provisioning (joiner/mover/leaver)

Network & Connectivity: Cisco switching/routing, Meraki branch networking & Wi-Fi, Palo Alto firewalls, VPN/remote access, LAN/WAN architecture, VLAN segmentation, QoS, site-to-site connectivity, ISP/vendor coordination, structured cabling & low-voltage oversight

Backup, Recovery & Resilience: Enterprise backup & DR strategy, RTO/RPO planning, ransomware protection controls, Veeam, Cohesity, Cobalt Iron, Backupify (M365 & Google Workspace data protection), recovery testing & restore coordination

Regulated & Enterprise Platforms: Veeva Vault, validated clinical & manufacturing systems, quality systems support, system stabilization, data migration & cutover planning

Portfolio, Budget & Reporting Tools: Smartsheet (PPM, intake workflows, dashboards), Power BI, budget forecasting, vendor consolidation, contract negotiation, license optimization

Productivity & Collaboration: Google Workspace (Admin, Gmail, Drive, Shared Drives, Groups, security controls), Microsoft 365 (Exchange, Teams, SharePoint), Zoom UCaaS & Rooms, enterprise conference room AV standards

Endpoint & End-User Computing: Windows & macOS fleet operations, device lifecycle management (procurement, deployment, patching, retirement), endpoint security alignment, remote support models, hardware standardization

Security & Compliance Operations: FDA/GxP environments, HIPAA/SOX-aligned controls, audit readiness support, vendor security reviews, access governance, regulated data handling

IT Service Delivery & Provider Management: ITSM (incident/problem/change), service catalog frameworks, SLA governance, MSP oversight, escalation management, knowledge management & automation (PowerShell/GAM), ServiceNow, Jira, Cireson, ZenDesk

AFFILIATIONS

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

EDUCATION & CERTIFICATIONS

- PMP, Project Management Institute (Expires 2028)
- Generative AI Overview, Project Management Institute (2024)
- AWS Certified Cloud Practitioner (2022)
- Undergraduate studies in Information Technology, Blinn College - Bryan, TX (2019)
- HS Diploma, Plymouth South High School – Plymouth, MA (2012)