

NATHANIEL K. HARDMAN

92 Chase Mill Cir, Owings Mills, MD 21117

717 357 7774 | kramer.hardman@gmail.com

Summary

A Cyber Security Analyst possessing a CompTIA Security+ CE Certification as well as experience in leadership, interpersonal communication, and data analysis. Employs creative thinking and a detail-oriented focus to overcome obstacles. Proficient in SQL and navigating relational databases. Exercises professional oral and written communication skills, with a proven background in case management and team-project coordination.

Education

Messiah University, Grantham, PA.
BA in Political Science, December 2014

Harrisburg Area Community College, Gettysburg, PA.
AA in General Studies, May 2012

Certifications

CompTIA Security+ CE
March 9, 2020 - March 9, 2026

Clearance

TS Security Clearance - Expired Dec 1, 2022
Currently under re-adjudication

Technical Skills and Experience

Security+, eMASS, DISA STIGS, STIGViewer, Assessment and Authorization (A&A), Risk Management Framework (RMF), Assured Compliance Assessment Solution (ACAS), Windows Servers, SCAP, SCAP Tool, FISMA, NIST SP 800-53A Rev5, SQL, SQL Server Management Studio, DbVisualizer, SaaS, PostMan, Splunk, Salesforce, Freshdesk, Workday, Microsoft Office Suite: Excel, Word, Powerpoint, Teams

Work Experience

Cinteot Inc. - Cyber Security Analyst

Fort Meade, MD, June 20, 2022 - December 12, 2022

- Conducted A&A and RMF reviews for government programs operating under the Department of Defense.
- Scanned for vulnerabilities using SCAP tool and DISA STIG checklists
- Assessed the security posture of technology assets connecting to NIPRNet and SIPRNet.
- Reviewed government program documentation evidencing CCI compliance in eMASS.
- Coordinated the scope of reviews with System Administrators, SCAs, and Reviewer Leads.
- Earned SRR certifications to conduct Windows OS, SQL, ACAS, and RMF reviews.

eOriginal Inc. | Wolters Kluwer - Customer Support Technical Specialist

Baltimore, MD, December 13, 2021 - June 16, 2022

- Managed and resolved SaaS issues in a timely manner, using a case management system, Splunk logs, PostMan, and DbVisualizer.
- Scripted SQL database queries to analyze transaction and report discrepancies.
- Created custom SQL-based reports for clients.
- Tested front-end application to replicate, identify, and resolve errors.
- Communicated with clients via phone and email, providing detailed solutions while building and strengthening relationships.

REFERENCES AVAILABLE UPON REQUEST

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Work Experience (*Continued*)

Teleosoft Inc. - Product Support Specialist I

York, PA, March 4, 2019 - December 3, 2021

- Deployed updates using Azure Agents and PowerShell.
- Managed application inquiries and requests from multiple county government clients based in CA, LA, and PA.
- Investigated and resolved issues through testing, system research, and database querying.
- Provided detailed reports of system bugs and errors to our Product Team for assessment.
- Coordinated strategies and set expectations for resolution implementation with Product Team and clients.
- Acted as Support Team lead for two incoming clients during their respective go-live weeks in 2020.

Spring Mobile | AT&T Authorized Retailer - Store Manager / Business Assistant Manager

York, PA, October 21, 2016 - February 22, 2019

- Performed troubleshooting on various mobile devices to address technical issues experienced by our customers.
- Built personalized sales packages for customers by evaluating their respective telecommunication needs.
- Generated leads for Spring Mobile's Business Account Executive through frequent cold-calling and a knowledgeable presentation of AT&T's various business services.
- Tracked and maintained store inventory, while also achieving monthly sales goals.
- Promoted a friendly, team-oriented work environment in my store and throughout our district.
- Recognized as 3rd Quarter MVP Business Assistant Manager for the Philly West District - 2017.

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