

NATHAN J. RUSSELL

Las Vegas, NV | 757-813-2961 | nathanru@gmail.com | <https://www.thenathanjrusSELL.com/> | <https://www.linkedin.com/in/nathan-j-russell/>

EDUCATION

Old Dominion University — Norfolk, VA | 2012

B.S. in Business Administration — Information Systems & Technology, Network Engineering Specialization | GPA: 3.4

PROFESSIONAL EXPERIENCE

Cloudflare

Technical Support Manager *Oct 2025 – Present*

- Lead and develop a team of Technical Support Engineers focused on Cloudflare's Zero Trust portfolio: Cloudflare One client, Access, Gateway, Tunnel, and IdP integrations while exceeding KPI goals such as SLA adherence, CSAT, MTTR, and QA score. Used data to drive capacity planning and escalation workflows across a multi-shift team.
- Leverage AI tooling and automation (Opencode, LLM-assisted triage workflows) to improve quality of responses and distribute cases amongst the team
- Partner directly with Product to reproduce and prioritize bugs, accelerating resolution timelines for Fortune 500 customers experiencing critical incidents.

Senior Technical Support Engineer *Apr 2023 – Sep 2025*

- Served as senior escalation point for complex enterprise cases across the Zero Trust product suite; mentored junior TSEs on troubleshooting methodology and customer communication best practices.

Technical Support Engineer *Jan 2022 – Mar 2023*

- Supported enterprise customers troubleshooting Zero Trust environments including WARP client, IdP integrations, and Cloudflare Tunnels; built strong product expertise that underpinned rapid promotion to Senior TSE.

BuyerBridge, Inc. — Support Manager *Jan 2021 – Dec 2022*

- Managed day-to-day support operations for an automotive dealer advertising platform, ensuring SLA adherence and consistent CSAT across a distributed team.
- Conducted application diagnostics and root-cause analysis on complex multi-channel advertising failures, coordinating with engineering teams for resolution.
- Built onboarding materials and training workflows for new support hires, reducing ramp time and standardizing troubleshooting approaches across the team.

Real Geeks, Inc. — Customer Retention Specialist *Dec 2019 – Jan 2021*

Kroger — Manufacturing Information Technologist *Aug 2018 – Jun 2019*

AT&T — Network Operations Field Manager *Jun 2014 – Sep 2017*

- Selected for AT&T's competitive Leadership Development Program; promoted to Field Manager overseeing a team of U-verse premise technicians installing and servicing IPTV, VoIP, Fiber, DSL, and DirecTV in commercial and residential environments.
- Managed team scheduling, performance reviews, and field escalations across a multi-technician territory, maintaining quality and throughput targets. Served as the primary point of contact for high-priority commercial client escalations, coordinating cross-functional resolution with network operations and customer success.