

# Seb Nash



## Summary

Highly-skilled IT and cybersecurity leader with over 20 years experience developing teams and managing IT operations and infrastructure. Leadership roles in-house as IT Director for fintech and cybersecurity start-ups and through consultancy. Particular specialisms in Apple, Cloud and using technology and innovation to enable organisational growth. Recently relocated to Saudi Arabia and seeking new opportunities.



## Contact

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## Skills



### Infrastructure

- IaaS, PaaS and SaaS administration (AWS, Azure, GCP, Google Workspace)
- Network administration (including Wi-Fi)
- Endpoint deployment and management (zero-touch, Jamf, Intune, Kandji)
- Automation and scripting (Shell, Python, JavaScript)



### Security

- Identity and access management (Okta, Azure AD, Duo, JumpCloud)
- Authentication (SSO, SAML, MFA, zero-trust networking)
- Compliance (ISO 27001, SOC 2, PCI, GDPR, Cyber Essentials)
- EDR/EPP deployment and management



### Ops & Management

- Strategy and change management
- Team management and mentoring
- Project management, Agile methodologies
- Excellent written, verbal and presentation skills
- Concise and clear messaging tailored for intended audience



## Experience

### Consultant

*Multiverse, London – Sep 2022 to Feb 2023*

Provided strategic advice and implemented a company-wide system (JumpCloud) to Multiverse, a rapidly growing EdTech 'unicorn' of 900 people, to address a number of commercial and operational requirements.

- Centralised IAM and SSO for all core business applications (Google Workspace, Slack, Zoom, Salesforce).
- Worked closely with the People Department to improve employee experience, integrating with the company's HRIS, revamping onboarding and off boarding processes.
- Designed and rolled out device management policies for all company endpoints (Mac, Windows, Linux, iOS).
- Introduced MFA, device trust and conditional access rules plus Context Aware Access for Google Workspace to improve organisational security protocols.

### Head of IT

*Tessian, London – Jul 2020 to Aug 2022*

Responsible for setting direction for IT operations and leading IT team for Tessian, a growing AI-based email security firm of 300 people.

- Levelled-up internal IT and security operations to support expansion into new markets including the US.
- Improved company impact through deployment of tech solutions including Duo, zero-trust networking, log-shipping critical systems to SIEM and migrating the endpoint fleet to a superior MDM.
- Worked with HR department, integrating systems and developing custom Workflows and API-based automations to reduce workload and human error and adapt to dynamic business needs.
- Streamlined IT onboarding to improve efficiency and growth, establishing simple new joiners "pre-boarding".
- Integrated Single Sign-On and MFA to service-critical infrastructure (AWS, OpenVPN and 1Password).
- Led renewal of ISO 27001 and Cyber Essentials Plus, and SOC 2 for the first time, by deploying new systems such as CrowdStrike.

## Head of IT

Paddle, London – Jan 2019 to Jun 2020

First Head of IT for Paddle, a billing and commerce platform for software and SaaS companies, ranked as one of the fastest growing by the Deloitte UK Fast 50.

- Developed and led delivery of company's first IT strategy, providing advice to Founders and CTO and working collaboratively with all business units.
- Introduced new processes and best practices to the IT function, including performance metrics, SLAs, ticketing, monitoring, documentation, and asset management.
- Improved remote-office and remote-working experience by focusing on onboarding, zero-touch deployment, collaboration systems and by investing in telecoms, meeting room and A/V solutions.
- Enhanced the working relationship and workflows between HR and IT, streamlining and automating processes, ensuring that all staff always had appropriate access to systems and resources.
- Addressed strategic security concerns by renewing the company's PCI DSS compliance, running regular training and testing, and introducing specific policies and tools (e.g. password management).

## IT Director

ustwo, London – May 2015 to Dec 2018

Led the global IT team for ustwo, an independent digital product studio. Responsible for the IT operations for four studios in UK, Europe and US, the games studio and ventures incubator.

- Defined and delivered new IT Strategy focusing on aligning and adopting new systems and technologies across the group entities to identify efficiencies and increase productivity.
- Successfully transitioned critical but creaky internal business systems to modern cloud equivalents.
- Introduced best practices such as service desk, ticketing, change management, policies and documentation.
- Delivered compliance for GDPR, plus security-focused/sensitive clients and markets (Finance, Health).

## Founder and CTO

pebble.it (now Optimity), London – Sep 2005 to Apr 2015

Founded Pebble IT after several years as a freelance consultant. Pebble established itself as top Mac specialists and MSP in Europe, speaking at conferences and receiving referrals from clients (e.g. Sony Music, Rapha, Moving Brands) and Apple itself. Sold Pebble to Optimity in 2020. As CTO, duties focused on the technical. As founder, also active in all business aspects.

- Contract management and delivery.
- Client engagement and retention.
- Business development and strategy.
- Marketing and community engagement.
- Management of staff of 25 technical and support team members.

## Talks and Projects

- "Munki on AWS (via Docker)" – London Apple Admins meetup, March 2016
- Sal, Enterprise Mac Management software/service (now open source) – Product Owner
- "Using Apple platforms in Business" – Apple Store Covent Garden, August 2011

## Education and Qualifications

### BSc (Hons) in Computer Science

University of Durham, 2002

### Okta Certified Professional

Certification, 2023

### Ubiquiti Enterprise Wireless Admin

Credential ID G0tbYmZC68, 2022

### Google Cloud Associate Cloud Engineer

Credential IDs 6N8DD5CN35QZ, PBKF8KQRJ4CJ, G2XQSY5E6AY7, 2020

### Cisco Meraki Network Operator

Credential ID 004114, 2018

### Apple Certified System Administrator

2010