

# Nathan Atkinson

## AI Operations & Automation Strategist

Strategic AI Operations Manager and Workflow Architect with 7+ years of experience embedding AI and automation into enterprise processes and managing scalable knowledge management. Proven track record of reducing manual operational tasks by 80% and saving over 1,100 labor hours monthly through LLM integration and custom API-driven tools. Expert at translating complex business pain points into scalable AI solutions and leading cross-functional enablement programs to drive internal adoption.

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## Technical Skills

- **AI & Automation:** LLMs (Google Gemini, GitHub Copilot, Claude), Prompt Design, Zapier, Python Scripting, AI Coding Tools, Gemini CLI
- **Workflow & Operations:** Knowledge Management (KMS), Process Optimization, API Management, Content Lifecycle Governance, Support Deflection Strategy
- **Development:** React, TypeScript, JavaScript, HTML/CSS, NextJS, GitHub, VS Code
- **Platforms:** Jira, Confluence, Higher Logic Vanilla (CMS), ScreenSteps, ClickUp, Notion

## Experience

### **AI Support Administrator** at *Instructure, Inc.*

March 2026 - Present

Salt Lake City, Utah, U.S.A. (Remote)

- Lead the strategy and deployment of AI-powered support solutions, including chatbots and automated workflows, to drive operational efficiency
- Managed AI chatbots and automations to improve support deflection, saving 1,125+ hours of manual support monthly while maintaining a 45+ CSAT score

### **Sr. Community Manager - Operations** at *Instructure, Inc.*

Jan. 2022 - Feb. 2026

Salt Lake City, Utah, U.S.A. (Remote)

- Own self-service strategy for an online community with 30M page views; manage content lifecycle for 4,000+ support articles.
- Architected a custom publishing tool for 500+ monthly digital assets, reducing manual production time by 80%
- Developed custom NextJS applications and widgets to improve user experience and streamline internal processes through APIs
- Integrated community moderation and project tracking with Zapier and APIs to manage feature ideas and forums, reducing manual tracking time by 60-80%
- Built and maintained a custom customer-facing roadmap page with hundreds of roadmap items

**Documentation Specialist** at *Instructure, Inc.*

Sept. 2017 – Jan. 2022

Salt Lake City, Utah, U.S.A. (Hybrid)

- Maintained 4,000+ technical articles and 100+ video tutorials, ensuring content aligned with product updates and user workflows
- Defined new video strategy and built a process to streamline video editing and workflows to decrease video production time by 80%
- Collaborated with Product Support and Engineering to document new features and create enablement content for diverse user personas

**Help Desk Technician** at *Security National Mortgage Company*

May 2013 – Sept. 2017

Salt Lake City, Utah, U.S.A.

- Provided software and hardware support for over 1500 nationwide employees
- Created and managed knowledge base with 50+ technical documents to reduce help desk call volume and enable faster training for new agents

Education

**Bachelor of Art - English** from *Utah Valley University*

Orem, Utah, U.S.A.

- English: technical and creative writing; literature; creative non-fiction