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**Summary:**

Experienced IT professional with close to 25 years of experience in many different technologies in different environments. As a progressive IT person with lots of desktop support and system administration experience in fast paced environments I'm looking to continue to do what I do best. If you're looking for someone who does have infrastructure level experience, mentoring experience, desire, is a motivated learner and has a business acumen, then you should talk to me.

**Skills, Experiences, Certifications, and Licenses:**

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| --- | --- |
| Desktop Operating Systems:   * Microsoft Windows 95 up to Windows 11, Linux   Infrastructure Server Software and Utilities:   * uniFLOW Canon print server software * Apache and IIS * Over 5 solid years of Active Directory Administration including Group Policy * Microsoft Exchange * Blackberry Enterprise Server * DNS, DHCP, SSH, SMB * Hyper-V * Mitel and Nortel Phone Systems * Basic MSSQL administration   Networking:   * Networking experience with Windows and Linux * Experience troubleshooting PCs, laptops, toughbooks, Microsoft Surface Computers, standard and non-standard hardware and software * Knowledge of troubleshooting tools such as ping, pathping, ipconfig, ifconfig, traceroute, tracert, SFC, and DISM * Installation and configuration of network printers * Sophos UTM9 Firewall and VPN devices * File and Print Services   Smart Phones:   * Blackberry, iPhone, and Android   Ticketing Systems:   * Remedy, Service Now, Zoho, Freshdesk, Tracs, and Front Range | System Protection, Backup, and Recovery:   * Tape backup management * Norton Ghost * Symantec Backup Exec10, 11d, and 12 * Veritas Backup * Legato Networker Backup * Simpana Commvault backup software * CA Brightstor ARCServe * Veeam Backup * Veeam Backup for Microsoft 365 * Data Protection * Trend Micro and Symantec Corporate Antivirus   Infrastructure Operating Systems and Cloud Systems:   * SharePoint 2010 and SharePoint Office365 Administration, Intune * Office 365 management * Windows Server 2000/2003/2008/2012/2016 administration   Business:   * Asset Management * Technical Project Management * Vendor management * Acquiring proposals * Mentoring * Entrepreneurial Spirit * Help prepare IT budgets * ITIL3 methodologies   Certifications and Licenses:   * A+, Network+, Server+, MCSA * Class 3 driver's license and vehicle |

Achievements:

* Managed successful Canadian print server upgrade projects at WorleyParsons.
* Reduced the number of outstanding issues at EBA Engineering Calgary Office by 300%.
* Replaced a temporary computer setup technician on a major Shoppers Drug Mart computer roll out project and as a result, the project was completed one week earlier than scheduled.
* Completed writing a book titled “Start Computing Here”.
* Helped update and save the IT infrastructure at March Consulting Associates by updating a failing backup system, assisting in the purchase and implementation of a storage system, virtualizing failing and end-of-life physical servers, and implementing Microsoft Office365.
* Won the ISM One Team – The Better Together Award for a successful completion of a Toughbook upgrade project for ISM client Sasktel. This was a team effort.

Business Success Attributes:

* I have run my own business in the past and understand the skills and attitude required to have a successful business.
* I’m a team player and I’m always willing to share information.
* I’m great at finding ways to increase productivity and reduce costs.
* All the technical projects that I have managed have been successful.
* Instead of working hard, I work smart to increase productivity.
* I do have customer facing experience.
* I do have experience making recommendations to customers.

Experience:

Advisory Support Analyst (Desktop Support) – ISM (Kyndryl): March 2022 to Current, Saskatoon, Saskatchewan

* Provide desktop support IT services to Sasktel employees in Saskatchewan.
* I was hired as a contractor, then hired on as an employee.

Food delivery and Rideshare driver for Skip the Dishes and Uber 2017 to current.

Contractor – Saskatchewan Health Authority: May 2021 to February 2022: Saskatoon, Saskatchewan

* Provided data entry services at the Thatcher Covid Test Centre in Saskatoon (January 2022 to February 2022).
* Provided top notch technical support to the citizens of Saskatchewan for their MySaskHealthRecord accounts. (October 2021 to December 2021).
* Provided IT accounts and permissions security provisioning (May 2021 to September 2021).

Contractor/IT Consultant – ISM February 2020 to September 2020: Saskatoon

* Provide any required IT services for ISM clients, ranging from computer roll outs to user support and infrastructure support.

Systems Administrator/Desktop Support – March Consulting Associates, May 2017 to March 2019: Saskatoon, Saskatchewan

* Managed the entire network and all devices and software, including computers, multi-function printers, data backup systems, AutoCAD subscription management, Active Directory, the company firewall, and servers.
* Worked with Microsoft Server 2008, 2012, and 2016.
* Managed SharePoint 2010 and Office365 with SharePoint online. Performed intranet migration.
* Provided service desk and desktop support to internal and remote users.
* Provided IT tips to staff via email.
* Managed all technical projects including a migration to Office365 and the Intranet page.
* Vendor Recruitment and Management.
* Managed software inventory and documentation.
* Helped with IT budget planning and acquired proposals.

Contractor/IT Consultant – March 2004 to Current: Saskatoon, Toronto, and Calgary

* Work with Microsoft Office 365 Administration, including SharePoint.
* Troubleshoot PC’s, laptops (all brands including Dell & HP), and networks.
* Provide consultation services and tutoring services to customers.
* Troubleshoot all standard user applications, including all Microsoft Office suites.
* Make service and product recommendations to customers.
* Build and maintain Linux & Windows based computers and servers.
* Develop troubleshooting and procedural documentation.
* Business web site, server, and network design and maintenance.
* Work with Linux based SSH, DHCP, FTP, SMB, Apache, and NAT.
* Determined user requirements.
* Installed new computers and POS terminals and performed IMAC services for companies such as IBM, Dell, Shoppers Drug Mart, Futureshop, Best Buy, and HBC.
* Installed Wyse terminals for TELUS.
* Administered Backup Exec 12 backup server.
* Administered Print Servers.
* Active Directory administration.
* Worked with Microsoft Windows Server 2003, 2008, and 2012.
* Provided desktop Support for PC's, laptops, printers, Blackberries, and other associated devices.
* Provide support for all company software including standard Microsoft software such as Microsoft Office, standard and proprietary financial applications.
* Desktop Imaging.
* Create technical documentation.
* Participated in Windows 7 and Windows 10 deployment projects.
* Used proprietary ticketing systems in addition to Remedy and Service Now.

Backup Server Administrator, Print Server Manager, and Ticket Queue Manager – WorleyParsons, June 2013 to June 2015: Calgary, Alberta

* Administered Backup Exec 11d/12, CommVault, and Legato backup servers and libraries.
* Performed disaster recovery by restoring important files, folders, and virtual servers.
* Administered print servers and provided support for multi-function printers and plotters.
* Troubleshooted printing issues.
* Work with Microsoft Server 2003, 2008, 2012.
* Troubleshooted server issues.
* Managed the ServiceNow ticketing queue for backup and restore tickets across the world.
* Mentored desk side technicians.
* Created technical documentation.
* Worked with users to determine requirements.
* Coordinated technical communications with management.
* Managed technical projects.
* Troubleshooted Active Directory Security Issues.

Desktop Support Representative – EBA Engineering Consultants, October 2012 to June 2013: Calgary, Alberta

* Provided desk side and remote support for users in Calgary, Lethbridge, and Ottawa staff members for all company hardware and software, including AutoCAD products, GIS software, all engineering software, Adobe products, and standard Microsoft software such as Microsoft Office, and other engineering software.
* Performed IMAC and PC migration services.
* Managed IT services for the Calgary office.
* Provided user support for the Nortel BCM phone system.
* Setup, tested, and managed complex boardroom audio/visual equipment.
* Manage Windows Print Servers on Windows Server 2003.
* Troubleshoot printing issues including multi-function printers and plotters.
* Troubleshooted Active Directory security issues.
* Desktop Imaging.
* Created technical and user documentation.
* Worked with users to determine various requirements.
* Setup and configured Blackberries and iPhones.

Contractor/IT Consultant – Backup Server Administrator and Print Server Manager – WorleyParsons, February 2011 to October 2011: Calgary, Alberta

* Administered print servers and Backup Exec 10, 11d and Legato backup servers and libraries.
* Performed disaster recovery by restoring important files and folders.
* Troubleshooted printing issues for multi-function printers and plotters.
* Troubleshoot Active Directory Security Issues.
* Created technical documentation.
* Mentored desk side technicians on troubleshooting techniques.
* Project Management.
* Coordinated technical communications with management.
* Determined user requirements.
* Microsoft Windows Server 2000, 2003, and 2008.

Level 3 Technical Support Representative – Acrodex (Now Insight), November 2008 to September 2010: Calgary, Alberta

* Provided internal and external IT support to Acrodex employees, technicians, and business clients.
* Maintained and troubleshooted workstations, laptops, audio visual equipment, and servers.
* Maintained and configured Active Directory security accounts, groups, and policies.
* Placed software images on computers.
* Performed computer and multi-function printer deployments.
* Educated users on business multi-function printer operation.
* Created and provided procedural and troubleshooting documentation.
* Support Microsoft Windows Server 2003 in addition to Small Business Server 2003.
* Configured Microsoft DNS and DHCP, and Exchange 2003.
* Managed a Tape Backup Server - CA Brightstor ARCServe Backup and Backup Exec.
* Manage Trend Micro Data Protection.
* Performed network and systems administration.
* Used client ticketing systems such as Remedy and ITSM Front Range.

Contractor/IT Consultant – Tier 2 Managed Services Technical Support at TELUS Data Center, April 2008 to November 2008: Calgary, Alberta

* Monitored data center hardware and services including client and company servers and equipment.
* Assisted various companies across Canada with DNS networking issues, Blackberry Enterprise Service Issues, Exchange email server issues.
* Managed tape backups.
* Created technical documentation.
* Configure BIND DNS.
* Resolved hardware & software issues for server computers running Windows Server 2000 and 2003.
* Determined causes of network issues.
* Used Remedy ticketing system.

**Education and Training:**

Seneca Polytechnic (Formerly Seneca College of Applied Arts and Technology), Toronto, ON

* Computer Networking and Technical Support Diploma

Completed Azure AZ900 fundamentals and AZ104 Azure Administrator Training.

Completed ITILV4 Training

Completed Cisco Cyber Security Training.

Currently studying Security, Intune, HTML, JavaScript, CSS

**Interests:**

* Collecting 60’s, 70’s, 80’s and 90’s music.
* Working on my indoor vegetable garden.
* Candle making

**References:** Available immediately upon request.