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**SUMMARY**

As an IT professional with a strong generalist IT background: I hope to bring my knowledge, skills, and drive to a position that challenges my abilities. I love working with servers and networks, and look forward to applying my great work ethic to your IT department.

**PROFESSIONAL HISTORY**

**Saanich Police Department – Senior IT Technician – Sept 2021 – Present**

- Researched and deployed modern VMware vSphere virtual server infrastructure techniques that enabled a quick and reliable upgrade of the networked file servers. These file servers were upgraded to Windows Server 2022 with minimal interruptions to day-to-day operations. The previous file servers had a service issue that was interfering with their reliability. The quick upgrade fixed the reliability issue and also saved the IT Department numerous hours of work.

- Developed a mitigation solution for a recent security exploit called Log4Shell on VMware Horizon Infrastructure. This mitigation was kept up to date by closely monitoring official VMware security mitigation guides. I was able to communicate and find other mitigation solutions to other networked services by contacting the respective vendors.

- Implemented Adaxes automation software within our Active Directory domain. This project required detailed integration with Azure Active Directory, and thorough PowerShell scripting to become functional. I focused heavily on ensuring the Adaxes deployment was operating on the concept of least privilege, which helped secure this powerful tool utilizing critical IT infrastructure.

-Furthermore, in Adaxes I built flows that automated the creation of new networked users and configured customized web-portals for other groups of users to utilize. This helped ensure continuity and increased the efficiency of the IT department.

- Completed multiple Windows Server upgrade projects, including the migration of Active Directory to higher Forrest levels (2016). The Windows Server 2022 upgrade projects also required the swing migration (Upgrade) of the on-premise Active Directory hybrid connector.

- Created, tested, and successfully deployed a domain wide Group Policy Object that was successful in replacing existing on-premise anti-virus infrastructure. Continually monitored and ensured the replacement anti-virus software was active via checking event logs and scanning systems.

- Assisted with the creation of a dedicated backup network utilizing VLAN tagging and spare network ports on ESXi hosts. This backup network secured our backup infrastructure, but also improved the efficiency of backups network wide. Ultimately, this prevented network slow downs and increased the IT department’s ability to decrease staff interruptions. This project required configuring ESXi host’s networking as well as the networking within Veeam Backup and Replication virtual machine.

- Eager to improve my skill set and further my value as an employee, I participated in educational opportunities that provide skills which are in direct need to the employer. I have earned the NetMotion network certification as part of these opportunities. In addition, I gained hands-on experience managing the Nimble storage OS via official training labs.

- New devices were not able to install applications using our Mobile Device Management solution (InTune). I was able to quickly determine a licensing error being caused by an incorrect configuration. The licensing error was quickly resolved by myself, preventing any further issues from occurring.

**Saanich Police Department – IT Support Technician – Oct 2020 – Sept 2021**

- Primary contact between staff and information technology needs via managing our Jira IT help desk queue. Also handled requests from staff via emails and Help desk phone calls. Furthermore, I also assisted staff who could drop into the IT Help desk for any requests.

- As the first one in the IT Help desk role, I helped build processes and templates that streamlined IT requests and established efficient support methods.

- Provided technical expertise and problem solving to daily IT related issues.

- Updated golden computer images with security and software updates. These images where deployed as needed to SPD computers.

- Managed add, move and delete requests within Active Directory on user accounts. Handled onboarding and offboarding of staff.

- I would handle requests for new file server permissions. After access was confirmed, I would handle the correct NTFS permission change requests. If an existing NTFS group permission was incorrect or to broad, I would create appropriate groups as needed. I ensured these permissions were done in the form of least-privilege, and confirmed them via Windows Explorer Effective Access.

**IBM Technician – Kelly Services – Sep 2019**

- Assisted with the disassembly and reassembly of over 30 workstation computers.

**Junior System Administrator – Practicum Student – Ethos Career Management Group – Apr 2019 – May 2019**

- Documented the existing network, and produced a security vulnerabilities chart that helped narrow down shortcomings in the existing network.

- Monitored the help desk email, and helped repair computer related issues as needed.

**Customer Experience Agent – Stericycle – May 2015 – Sep 2018**

- I worked in an inbound call centre taking and dispatching messages as needed. I've worked with a large amount of companies small and large. Ranging from data entry for the Department of Fisheries and Oceans Canada, helping the CRD (Capital Regional District) find pet owners, and even connecting those in need at the Red Cross.

- Furthermore, I assisted Team Leads as the evening supervisor. I trained agents on new accounts, helped with call escalations and maintained a high quality standard of customer service.

**SKILLS**

* VMware vCenter, ESXi. & Hyper-V hypervisors
* VMware Horizon 8 & VDI imaging
* Nimble OS, & Veeam B&R
* Core networking principles: TCP/IP, DNS, DHCP, Subnet masking, & VLAN security tagging
* Windows Server 2016-2022 roles: AD DS, IIS, Root CA, DHCP, & iSCSI
* PowerShell, Office 365 Administration, Exchange Online, InTune, Azure Active Directory in a hybrid Environment, Defender ATP & Compliance portals.
* Adaxes Active Directory automation

**EDUCATION**

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| Information Technology and Applied systems diploma. | Vancouver Island University | 2018-2020 |

**AWARDS** **& CERTIFICATIONS**

* NetMotion Platform Certification 12.0
* Governor General's Academic Medal – Bronze
* Dean's Honour List for the 2018/2019 and 2019/2020 years at Vancouver Island University & The Lionel Hennessy Award
* Lionel Hennessey Award – Selected by faculty, single student who achieved the highest marks in our university class
* Recipient of the Stericycle Spot award for exceptional service, excellence in leadership and always going above and beyond.