

Cameron Schnurr

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About Me

Results-driven **IT Operations Specialist** with **10+ years** of experience in **IT support, system administration, and IT operations**. Skilled in **Windows, Linux, Active Directory, IAM**, and **automation tools** like **Ansible and Terraform**. Extensive hands-on experience with **Proxmox, containerization, and cloud platforms**. Passionate about IT beyond the workplace—constantly learning and experimenting with modern **infrastructure, virtualization, and security solutions**. Known for a **customer-focused approach, problem-solving expertise**, and a strong ability to manage and improve **enterprise IT environments**.

Skills

System Administration & Infrastructure

- SCCM Imaging & Deployment, PowerShell, Bash, Python
- Active Directory & Azure AD, IAM, Group Policy, Linux Permissions
- Microsoft 365 & Endpoint Management (Intune, Azure AD)
- Security & Access Control, Endpoint Security, Firewall Management (pfSense, UFW, Windows)

Automation, Virtualization & Containerization

- Ansible, Terraform, CI/CD Pipelines (YAML), GitHub
- Qemu/KVM, VirtualBox, Proxmox, Docker, Kubernetes, LXC Containers

Networking & Mobility

- VLANs, Subnet Management, VPN, DNS Administration (Records, Whois)
- Mobility Support: iOS, Android, Mobile Device Management (MDM), Carrier & Contract Administration

Technical Support & IT Operations

- Service Desk, Remote & Deskside Support, ITIL & Ticketing Systems
- Executive White-Glove Support, Video Conferencing, Hardware/Software Troubleshooting
- Imaging & Deployment (Windows, Linux, MacOS)

Work Experience

ChampionX – IT Operations Specialist

Nov 2022 – Present

- Provide **enterprise IT support, system administration, and endpoint security.**
- Manage **Active Directory, Group Policy, and cloud infrastructure.**
- Troubleshoot **networking issues, SCCM deployments, and MDM configurations.**
- Supported **500+ employees**, resolving **95% of issues on first contact.**
- Led the transition of **corporate mobility accounts**, optimizing carrier services and costs.

Cenovus Energy – Sr. Deskside Analyst

Mar 2022 – Nov 2022

- Provided **advanced deskside support** in a **Windows 10, Microsoft 365, and SCCM** environment.
- Handled **Active Directory onboarding/offboarding, MFA, Exchange, RSA, VPN.**
- Supported **SCCM imaging, deployments, and hardware/software troubleshooting.**

WestJet (S.I. Systems) – Service Desk Analyst

Oct 2019 – Mar 2021

- Provided **remote IT support** for **Windows 10, Office 365, Azure, Citrix, Avaya VOIP.**
- Managed **Active Directory, MFA, Exchange, VPN, SharePoint, Sabre troubleshooting.**

Precision Drilling (TEKsystems) – Service Desk Analyst

Feb 2018 – Jan 2019

- Supported **Windows 10, Office 365, VPN, SAP, SCCM imaging, SharePoint administration.**
- Provided IT support for **Smart Rigs in Texas.**

Cenovus Energy (Compugen) – Deskside Support Analyst

Aug 2012 – Nov 2017

- Supported **Windows 7–10, SCCM, Citrix, video conferencing, and executive support.**
- Provided **mobility support** (iOS, Android, Blackberry).
- Performed **SCCM imaging, troubleshooting, and specialized IT system maintenance.**

Cenovus Energy (Compugen) – Service Desk Analyst

Jan 2012 – Aug 2012

- Provided IT support for **Windows XP, Office 2003–2010, SCCM imaging, Citrix, RSA authentication.**

Laptop Depot – Service Department Supervisor

Sep 2011 – Jan 2012

- Diagnosed and repaired **laptops/desktops, performed SMT soldering, warranty services.**
- Delivered **customer service excellence** in troubleshooting and providing accurate repair estimates.

Nucleus Information Services – Support Analyst

Feb 2010 – Sep 2011

- Supported **DSL/cable internet services, DNS, domains, and web hosting.**
- Assisted home users with **internet setups via phone and remote tools.**

Education & Certifications

- **CompTIA Linux+ Certification (XK0-006)**
- **Linux Professional Institute Linux Essentials (010-160)**
- **Challenging CompTIA Cloud+ Exam (CV0-004) – August 2025**

Recognition & Achievements

- **Cost Savings Initiative:** Reduced corporate mobile expenses by optimizing carrier services.
- **Process Improvement:** Revamped IT workflows, repurposed outdated lab computers, cutting costs.
- **Leadership Recognition:** Earned formal acknowledgment from senior leadership for **outstanding IT support.**