

Cameron Schnurr

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About me

Dedicated IT Professional with 10+ years of experience in desktide support, IT operations, and troubleshooting. Known for delivering excellent customer service, resolving complex technical issues, and ensuring operational efficiency. Skilled in managing enterprise environments with tools like ServiceNow, SCCM, and Microsoft 365. Passionate about combining technical expertise with a customer-focused approach to drive success in IT operations.

Work Experience

ChampionX – IT Operations Specialist

Nov 2022 – Present

- Provide **enterprise IT support, system administration, endpoint security** to people across Canada.
- Troubleshoot enterprise networking issues, deploy Intune policies, and support lab computers & software
- Support **500+ employees**, resolving **95% of issues on first contact**.
- Led the transition of **corporate mobility accounts**, optimizing carrier services and major cost savings.

Cenovus Energy (Compugen) – Sr. Desktide Analyst

Mar 2022 – Nov 2022

- Provided **advanced desktide support** in a **Windows 10, Microsoft 365 hybrid environment**.
- Provided walk-up IT Support at their Tech Stop, delivering **white-glove** assistance to end users.
- Supported **SCCM 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**.
- Performed **Identity and Access Management Duties (AD, Exchange, RSA, Avaya, Sabre Boarding System)**.
- Managed **Active Directory, MFA, Exchange, VPN, SharePoint, Sabre troubleshooting**.

Precision Drilling (TEKsystems) – Service Desk Analyst

Feb 2018 – Jan 2019

- Supported a **Windows 10, Office 365 hybrid environment**.
- Performed **Identity and Access Management duties (AD, Service Now, Lotus Notes)**.
- Provided IT support for **Smart Rigs in Texas**.

Cenovus Energy (Compugen) – Desktide Support Analyst

Aug 2012 – Nov 2017

- Supported **Windows 7–10, SCCM, Citrix, video conferencing**
- Provided **mobility support** (iOS, Android, Blackberry).
- Performed **SCCM imaging, troubleshooting, and specialized IT system maintenance** (SoC computers, Security Badge Printers, Avigilon VMS)

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 – Customer Service Technician

Sep 2011 – Jan 2012

- Diagnosed and repaired **laptops/desktops, 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 & dial-up internet services, DNS, domains, and web hosting**.
- Assisted home users with **internet setups via phone and remote tools**.

Skills

Soft Skills

- Client-focused with strong problem-solving and communication abilities to resolve user issues efficiently.
- Adaptable team player with mentoring experience, conflict resolution skills, and a passion for continuous learning.

Technical Support

- Specialized in resolving complex IT issues, providing deskside and remote support to ensure minimal downtime for end users.
- Adept at white-glove service, delivering exceptional support for executives and high-profile clients in fast-paced environments.

Enterprise Tools

- Proficient in ServiceNow for ticket tracking and resolution in compliance with ITIL standards.
- Skilled in managing enterprise tools like Microsoft 365, Azure AD, Intune, SCCM, and Citrix to streamline IT operations.

System Administration

- Experienced in SCCM imaging and deployment, PowerShell scripting, and managing Active Directory environments.
- Focused on maintaining system reliability through automation tools like Ansible and Terraform.

Networking & Mobility

- Knowledgeable in VLANs, VPN, VOIP, and DNS configuration for optimized connectivity and security.
- Skilled in managing mobile devices (iOS, Android, MDM) and overseeing corporate mobility accounts and contracts.

Operating Systems

- Expert in supporting and troubleshooting Windows 7–11, MacOS, and Linux environments (Fedora, Debian, and Red Hat).
- Strong familiarity with cross-platform systems to support diverse IT infrastructures.

Education

- **CompTIA A+ Certification (220-602)**
- **Linux Professional Institute Linux Essentials (010-160)**
- **CompTIA Linux+ (XK0-006)** – Beta exam completed, awaiting results.
- **Scheduled to challenge CompTIA Cloud+ (CV0-004)** – Aug 2025

Recognition & Achievements

- **Cost Savings Initiative:** Reduced corporate mobile expenses by optimizing carrier services.
- **Process Improvement:** Repaired failing lab computers, reducing costs in hardware and software.
- **Leadership Recognition:** Earned formal acknowledgment from senior leadership for **outstanding IT support**.