Cameron Schnurr - Service Desk & Deskside Support Specialist

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Professional Summary

Enterprise IT support professional with 15 years in medium and large environments, recognized for high first-contact resolution, white-glove support, and steady performance in fast-paced, high-impact roles. Brings a calm, systems-minded approach to incident response, clear communication under pressure, and a reputation for self-sufficiency, adaptability, and customer-first service across complex organizations.

Skills

Service Desk & End-User Support

- Enterprise-grade deskside and remote support
- High first-contact resolution through rapid diagnosis, clear communication, and decisive action
- White-glove support for executives and business-critical users in fast-paced settings

Enterprise Tools & Platforms

- ServiceNow & Fresh Service, Microsoft 365, Azure AD, Intune, SCCM, Citrix
- Quick onboarding into new toolsets and support models with minimal ramp time

Endpoint & Identity

- Windows 7–11 administration and troubleshooting at scale
- Active Directory and Azure AD user lifecycle management (onboarding, access, remediation)
- Exchange Online mailbox administration and issue resolution
- MFA, RSA & Security token provisioning in hybrid and remote environments

Systems & Automation

- SCCM imaging and deployment for laptops and specialized endpoints
- Light PowerShell use for task automation, validation, and efficiency
- Networking, Access & Mobility
- Corporate mobility support across iOS and Android
- Experience owning mobile including vendor relationships, and lifecycle management

Operating Systems

- Advanced Windows support across multiple enterprise generations
- Cross-platform familiarity with Linux (Fedora, Debian, Red Hat, Arch)
- Comfortable supporting heterogeneous environments

Professional Attributes

- Contract-ready, self-directed, and effective with minimal supervision
- Calm under pressure. Known for reliability, follow-through, and sound technical judgment
- Clear communicator across technical and non-technical audiences

Recent Experience

ChampionX

IT Operations Specialist | Nov 2022 – January 2026

- Provide enterprise service desk and deskside support for ~500 users across Canada in a Windows and Microsoft 365 environment.
- Resolve incidents across hardware, OS, Microsoft 365, VPN, MFA, and connectivity using ServiceNow within ITIL-aligned workflows.
- Consistently achieve high first-contact resolution by diagnosing and resolving issues at point of contact, reducing escalations and downtime.
- Serve as Mobility SME, owning the full mobile lifecycle, vendor management, contracts, hardware, provisioning, and support.
- Led a corporate mobility account transition project, analyzing carrier contracts and usage, implementing cost controls, and delivering recurring savings and improved service reliability.
- Perform hardware break-fix, re-imaging, and lifecycle support for laptops and specialized lab systems, extending asset life and reducing replacement costs.
- Trusted by leadership for calm, reliable support, customer-first service, and strong technical judgment in high-impact situations.

Environment: Windows 10/11, Microsoft 365, ServiceNow, Intune, VPN, MFA, Active Directory

Cenovus Energy (via Compugen)

Senior Deskside Analyst | Mar 2022 – Nov 2022

- Delivered deskside support in a large hybrid enterprise environment.
- Provided first-line support for meeting rooms, conferencing technology, AV systems, and presentation hardware.
- Provided white-glove, walk-up support through the on-site Tech Stop as the primary in-building contact.
- Deployed and supported 2-in-1 tablets, covering imaging, patching, and application deployment.
- Configured MFA and RSA tokens for secure hybrid and remote access.
- Diagnosed and resolved hardware failures, OS corruption, and Microsoft Teams and SharePoint issues.
- Assisted with ODBC configuration for line-of-business applications and used light PowerShell to automate repetitive tasks.

Environment: Windows 10, Microsoft 365, Active Directory, SCCM, Exchange, RSA, Service Desk Tools

Recent Certifications

CompTIA Linux+

CompTIA Cloud+

Ongoing training in AWS and Cloud Operations concepts.