Cameron Schnurr - Infrastructure & Cloud Operations Consultant

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Professional Summary

IT professional with 15 years of experience supporting enterprise IT environments. In recent years, I've been shifting my focus toward cloud and automation through certifications and homelab work. I'm comfortable supporting Microsoft 365 environments and bring a solid cloud operations foundation through CompTIA Cloud+, while continuing to build up other cloud certifications and experience.

Core Skills

Cloud & Infrastructure

- Cloud operations fundamentals: shared responsibility, availability, monitoring, and fault tolerance
- Identity and access concepts in Microsoft cloud environments (Entra ID, PoLP, MFA, conditional access)
- Hybrid on-prem and cloud support models
- AWS fundamentals: IAM, EC2, EBS, CloudWatch (monitoring and alerting), CloudTrail

Microsoft 365 & Collaboration (Operational Support)

- Exchange Online user support, including mailbox access, shared mailboxes, and permission-related issues
- Microsoft Teams and SharePoint Online end-user support and troubleshooting
- Identity and access troubleshooting using Active Directory and group-based access concepts
- Familiarity with Entra ID concepts and role-based access

Endpoint & Device Management

- Microsoft Intune device enrollment and lifecycle support: adding and removing devices and assisting with access-related issues
- Windows 10/11 provisioning and lifecycle support
- iOS and Android MDM enrollment workflows, deployment and end-user support
- SCCM imaging, patching, and application deployment

Linux & Virtualization

- Linux administration: Fedora, Debian, Red Hat (system configuration, troubleshooting, and maintenance)
- Proxmox virtualization using VMs and LXC containers
- QEMU/KVM virtualization, including VM creation and management via CLI
- Docker and docker-compose for running services
- System recovery, tuning, and storage management

Automation & Tooling

- PowerShell: administrative queries and support tasks in Windows
- Git basics: repository usage, pulls, and basic workflows
- Infrastructure-as-Code fundamentals: reading and editing YAML and JSON configuration files

Consulting & Professional Skills

- Great communication with technical and non-technical users
- Calm, methodical problem-solving in production environments
- High first-contact resolution through troubleshooting and clear explanations
- Clear technical documentation and knowledge sharing

Recent Experience
ChampionX

IT Operations Analyst | Nov 2022 – Jan 2026

- Support IT operations for ~500 users across Canada in a Windows and Microsoft 365 hybrid environment.
- Resolve incidents across hardware, OS, Microsoft 365, VPN, MFA, and connectivity using Freshservice.
- Resolve issues at first contact through hands-on troubleshooting and clear communication.
- Serve as Mobility SME, owning the mobility lifecycle, vendor management, contracts, hardware, provisioning and support.
- Led a corporate mobility account transition project, reviewing carrier contracts and usage and coordinating changes with vendors and the TEM provider.
- Perform hardware break-fix, re-imaging, and lifecycle support for laptops and specialized lab systems, extending asset life and reducing replacement costs.
- Provide calm and reliable support in high-impact situations.
- Trusted by leadership for sound technical judgment and customer-first service.

Cenovus Energy (via Compugen)

Senior Deskside Analyst | Mar 2022 – Nov 2022

- Provided senior deskside support in a hybrid enterprise environment supporting Windows 10 and Microsoft 365.
- Provided walk-up support through the on-site Tech Stop as the primary in-building point of contact for end users.
- Supported meeting rooms, conferencing technology, AV systems, and presentation hardware.
- Deployed and supported 2-in-1 tablets, including imaging, patching, and application deployment using SCCM.
- Configured MFA and RSA tokens for secure hybrid and remote access.
- Diagnosed and resolved hardware failures, OS corruption, and Microsoft Teams and SharePoint end-user issues.
- Used PowerShell to automate repetitive support tasks where appropriate.

Homelab Experience
Virtualization & Containers

- Built and maintained a multi-node Proxmox VE cluster running Linux and containerized workloads.
- Used Proxmox (QEMU/KVM) for VM creation and management including GPU and device passthrough (SR-IOV).
- Ran services with Docker and docker-compose for media, storage, and network-based applications.

Networking & Security

- Built a home network using pfSense with separate subnets for homelab, IoT, and household traffic.
- Implemented VPN access and network-wide DNS security controls, including DNS over TLS (DoT).
- Gained hands-on exposure to zero-trust concepts and defense-in-depth strategies

Certifications
CompTIA Linux+

CompTIA Cloud+

LPI Linux Essentials

Education
Over the past couple of years, I've been upgrading my skills to work in cloud operations and support. I bring a strong Linux and cloud foundation built through certification, study, and homelab work. I've been training for the AWS Cloud Operations Engineer (SOA-C03) exam for the past nine months and am preparing to challenge it again. Following AWS, I plan to pursue Microsoft Azure certifications to further support a multi-cloud path.