

# Cameron Schnurr

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## Professional Summary

Technical Support and Operations professional with 15 years in enterprise environments. Delivered white-glove support across Canadian user bases within a lean support team. Known for high first-contact resolution, problem ownership and methodical troubleshooting in hybrid Microsoft 365 environments.

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## Core Competency

**White-Glove Support**

**High First-Contact Resolution**

**Incident & Problem Ownership**

**Endpoint & Mobility Management**

**Vendor Management**

**Microsoft 365 Administration**

**Active Directory & Identity Support**

**Exchange & Email Support**

**Windows 10/11 Support**

**PowerShell Automation**

**AV & Meeting Room Support**

## Professional Experience

### ChampionX - IT Operations Analyst | Nov 2022 – Jan 2026

- IT operations support for ~500 users in a Microsoft 365 hybrid environment, consistently resolving a high number of incidents at first contact.
- Owned incidents within Freshservice using ITIL workflows.
- Supported hardware, OS, VPN, MFA, and identity issues.
- Led implementation of new corporate mobility contract, redesigning mobility processes and coordinating vendor rollout, contributing to approximately \$500K in cost savings over three years.
- Owned the mobile device lifecycle including provisioning, policy, and vendor coordination across the Canadian user base.

## **Cenovus (Via Compugen) - Sr Deskside Support Analyst | Mar 2022 – Nov 2022**

- Delivered senior deskside and remote support within a large Windows 10 and Microsoft 365 enterprise, serving as on-site escalation point through walk-up Tech Stop model.
- Diagnosed OS corruption, hardware failures, Microsoft Teams, and SharePoint service disruptions, restoring user productivity in high-visibility environments.
- Deployed and maintained endpoints using SCCM for imaging, patching, and application delivery, ensuring controlled rollout of system changes.
- Automated repetitive validation and administrative tasks using PowerShell to improve support efficiency and reduce manual error.

## **Westjet - Service Desk Technician / Access Provisioning | Nov 2019 – Feb 2021**

- Supported Windows 10 and Office 365 environments including Azure, Citrix, Sabre, and Avaya systems in an operationally sensitive airline environment.
- Executed identity and access provisioning across Active Directory, Exchange, RSA, and Sabre boarding systems, ensuring controlled access and system continuity.
- Resolved incidents impacting flight operations and frontline systems within structured service desk workflows, maintaining operational timelines.

## **Additional Technical & Automation Experience**

### **Process Improvement & Automation**

- Built PowerShell scripts to automate administrative tasks like ODBC connection installation or streamline a list of manual registry changes.
- Designed and documented structured troubleshooting in enterprise and lab environments, preventing repeat root-cause analysis on complex systems.

### **Platform & Environment Operations (Homelab)**

- Maintain a small virtualization lab to practice Windows and Linux troubleshooting, service recovery, and configuration management.
- Configure network segmentation, VPN access, and DNS controls to reinforce structured problem isolation and access management concepts.

## **Certifications**

LPI Linux Essentials - 010-160

CompTIA Linux + - XK0-006

CompTIA Cloud+ - CV0-004