

Cameron Schnurr - IT Analyst

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Professional Summary

IT professional working in enterprise support environments. Recently pivoted to a focus on Linux, virtualization, and cloud operations through certification study and sustained lab work. I approach technical issues methodically, document clearly, and work problems to root cause rather than symptom level fixes.

Core Skills

Incident, Change & Operational Support

- Managed incident lifecycles within ServiceNow and Freshservice across enterprise Windows, M365, VPN, MFA, Active Directory, and network access systems
- Supported users across Canada, resolving endpoint, identity, and connectivity incidents within structured ITIL-aligned workflows
- Executed identity and access provisioning across Active Directory, Exchange, RSA, Citrix
- Supported and onboarded people in Sabre when previously working at West Jet
- Coordinated cross-team resolution for incidents involving infrastructure, networking, and security teams
- Delivered white-glove support
- Comfortable supporting Tier 1 / 2 platforms including on-call responsibilities

Automation & Tooling

- Wrote Bash scripts on Fedora and Debian systems to automate service restarts, structured log parsing, and scheduled execution via cron
- Automated rsync-based data transfers between Linux hosts using --archive, --verbose, --dry-run, and checksum validation modes
- Created and modified automation workflows using YAML and JSON for Docker, docker-compose, and AWS SSM runbooks
- Automated repetitive validation tasks using PowerShell within enterprise Windows environments
- Network and system troubleshooting using CLI tools such as tcpdump, traceroute and Wireshark
- Performed CLI-based troubleshooting using systemctl, journalctl, ps, tcpdump, traceroute, and ip route
- Linux Administration and inspection tools such as htop, btop, free, df, du, lspci, lsblk

Platform & Environment Operations

- Administer Fedora, Debian, and Red Hat systems and workloads
- Provisioned and migrated virtual machines within Proxmox environments while validating service availability
- Deployed and troubleshoot containerized services using Docker and docker-compose
- Investigated CPU, memory, and disk utilization to isolate performance degradation affecting running services
- Configured DNS, NAT, and VPN access within pfSense and validated network behavior using packet inspection tools

Recent Experience

ChampionX

IT Operations Analyst | Nov 2022 – Jan 2026

- Managed IT operations support for ~500 users across Canada within Windows and Microsoft 365 hybrid environment
- Resolved incidents across hardware, Windows OS, Microsoft 365, VPN, MFA, and network connectivity using Freshservice
- Investigated identity, endpoint, and access-related issues involving Active Directory and MFA systems
- Served as Mobility SME, managing mobile device lifecycle, carrier coordination, policy enforcement, and vendor contracts
- Led corporate mobility carrier transition by reviewing usage data, coordinating changes with telecom vendors, and validating service continuity
- Performed hardware break-fix, endpoint imaging, and lifecycle management for laptops and specialized chemistry lab systems
- 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

- Delivered deskside and remote support within Windows 10 and Microsoft 365 enterprise environment
- Served as on-site escalation point through walk-up Tech Stop model
- Diagnosed hardware failures, OS corruption, Microsoft Teams, and SharePoint incidents
- Deployed and maintained endpoints using SCCM for imaging, patching, and application delivery
- Configured MFA and RSA tokens for secure remote and hybrid access
- Diagnosed and resolved hardware failures, OS corruption, and Microsoft Teams and SharePoint end-user issues.
- Automated repetitive validation and administrative tasks using PowerShell

Homelab Experience

Platform & Automation

- Built and operate containerized services using Docker and docker-compose with YAML-based configuration
- Modified Docker configurations and redeployed services, validating startup and dependency integrity using systemctl and journalctl
- Wrote Bash scripts to automate service restarts based on logs and execute scheduled tasks via cron
- Investigated service performance issues using htop, free, df, du, and process inspection tools

Environment & Networking

- Provisioned and migrated Linux virtual machines within Proxmox VE using QEMU/KVM
- Built and maintain a private LAN based cloud gaming platform
- Configured a network with subnet segregation and Network wide DOT with pfsense and using Quad9 as an upstream provider

Professional Development & Certifications

CompTIA Linux+

CompTIA Cloud+

LPI Linux Essentials

Over the past two years, I've expanded into Linux systems, automation, and cloud operations through hands-on lab work and certification study. This reflects a deliberate move toward platform and operational roles. I am currently preparing to re-challenge the AWS CloudOps Engineer – Associate (SOA-C03) exam and plan to pursue the Terraform Associate certification after that.