

Cameron Schnurr - IT Operations Analyst

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Professional Summary

IT professional with 15 years in medium and large environments, recognized for high first-contact resolution, white-glove support and steady performance. 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.

Core Skills

Enterprise IT Support & Operations

- Deskside and remote support in enterprise environments
- Windows 7–11 administration and troubleshooting
- Linux troubleshooting and administration in Fedora and Debian
- Active Directory and Azure AD user management
- Microsoft 365 user support including Teams and SharePoint troubleshooting
- MFA support and RSA token configuration and support
- Hardware break-fix, re-imaging and lifecycle support
- Strong first-contact resolution when first point of contact
- White-glove support experience
- ServiceNow and Freshservice ticketing systems (ITIL)
- Support with Microsoft 365, Intune and SCCM environments

Networking & Systems Troubleshooting

- Networking fundamentals including DNS, VLANs, routing, NAT, and VPN connectivity
- Firewall rule configuration and VPN access control in a pfSense lab environment
- Remote file access using SMB/CIFS and NFS
- PowerShell for administrative queries and support tasks
- Bash for command-line work
- Comfortable troubleshooting systems and network connectivity from the CLI

Professional Skills

- Methodical troubleshooting and problem isolation
- Able to explain technical issues to end users in a way they understand
- Strong first-contact resolution through probing questions and clear explanations
- Owns problems through to resolution and ensure users feel supported
- 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 & Container Operations

- Build and maintain a multi-node Proxmox VE cluster running Linux VMs and LXC containers
- Deployed and manage containers and services using Docker and docker-compose
- Configured NGINX reverse proxy for service routing and hostname-based access
- Perform Linux-level troubleshooting using system logs, resource monitoring, and service diagnostics

Networking & Security

- Designed segmented network architecture using pfSense with isolated subnets for lab, IoT, and internal systems
- Configured firewall rules, NAT policies, and VPN access controls
- Applied DNS controls and encrypted DNS transport (DoT) for network-level security

Professional Development & Certifications

CompTIA Linux+

CompTIA Cloud+

LPI Linux Essentials

Over the past two years, I've focused on upskilling in Linux and cloud operations through certification, self-study, and homelab work. I'm currently preparing to re-challenge the AWS CloudOps Engineer - Associate (SOA-C03) exam to further strengthen my cloud operations and infrastructure skills.

