

# Cameron Schnurr

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## Professional Summary

Technical Support and Operations professional with 15 years of experience in large and medium sized environments. Delivered deskside, mobility, and identity support across hybrid Microsoft 365 environments. Known for incident ownership, structured troubleshooting, and reliable follow through within ITIL systems. Strengthened Linux and automation skills through certification and ongoing lab work.

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## Core Skills

### IT Support & Operations

- Deliver deskside and remote support across Windows environments in medium and large organizations
- Maintain high first-contact resolution
- Own incident within Freshservice and ServiceNow using ITIL workflows
- Document root cause, remediation steps, and configuration changes to reduce repeat incidents
- Managed hardware inventory including laptops and mobile devices through intune and vendor billing portals
- Maintain and deploy laptops, desktops, cellphones, tablets, docking stations, and peripherals
- Perform SCCM imaging, patches, and assist with app deployments
- Administer Active Directory and Azure AD access via security groups
- Support Microsoft 365 services including Exchange Online, Teams, SharePoint and OneDrive, Outlook and Teams
- Manage mailbox permissions such as shared mailboxes and distribution groups
- Provide walk-up and executive-level support in high-visibility production settings

### Endpoint, Identity & Systems Support

- Administer Active Directory and Microsoft Entra ID user lifecycle including onboarding, offboarding, group membership, and access control
- Support onboarding and offboarding including account provisioning, license assignment and device coordination
- Manage mobile device lifecycle across ~500 corporate devices including provisioning, billing and vendor coordination
- Troubleshoot Linux systems using system logs, service inspection, and CLI diagnostics in heterogeneous environments
- Isolate network segmentation and firewall-related access issues across endpoint and VPN layers

## Recent 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.

## Certifications

LPI Linux Essentials - 010-160

CompTIA Linux + - XK0-006

CompTIA Cloud+ - CV0-004

## Professional Development

Participated in a mentorship program at ChampionX in 2024–2025 focused on Professional Development and improving professional skills. During this period, earned CompTIA Linux+ and Cloud+ and expanded hands-on experience with Linux systems, virtualization and cloud fundamentals through home lab work. This development strengthened infrastructure awareness while continuing to deliver stable, production-facing end-user support.