

Cameron Schnurr

Cameron.gordon.schnurr@outlook.com

LinkedIn: www.linkedin.com/in/cameron-schnurr | Portfolio: <https://camerons.tech>

Professional Summary

IT Operations Analyst with 15 years supporting medium and large enterprise environments, including a 500-user Microsoft 365 hybrid environment at ChampionX. Experienced in identity lifecycle management, endpoint administration, SaaS support and vendor coordination within ITIL workflows. Known for incident ownership, structured troubleshooting, and stable execution in production-facing environments. Recently strengthened Linux, automation, and cloud foundations through certification and home lab work to deepen infrastructure awareness.

Core Skills

Identity, SaaS & Collaboration

- Active Directory and Azure AD user lifecycle management, including onboarding, offboarding, group-based access, and mailbox permissions
- Microsoft 365 administration, including Exchange Online, Teams, SharePoint, and OneDrive support
- MFA and RSA token configuration for secure hybrid and remote access
- Identity and access provisioning across AD, Exchange, RSA, and Sabre systems in airline operations
- ServiceNow and Freshservice ticket management within ITIL-aligned workflows

Endpoint, Mobility & Asset Management

- Microsoft Intune device enrollment and MDM policy administration for iOS and Android fleets
- SCCM imaging, patch deployment, and controlled application rollouts
- Hardware break-fix, re-imaging, and lifecycle support for laptops, tablets, and specialized lab systems
- Corporate mobility lifecycle ownership, including telecom vendor coordination and billing oversight for ~500 devices

Automation, Systems & Networking

- PowerShell automation for administrative validation and repetitive support tasks
- Bash scripting and Linux troubleshooting using systemctl, journalctl, and CLI diagnostics
- Virtualization using Proxmox VE with QEMU/KVM VMs and containerized workloads
- VPN, DNS, VLAN, and network segmentation troubleshooting in enterprise and lab environments

Professional Skills

- **Regional IT Ownership & Escalations:** Serve as primary IT contact, driving incidents end-to-end through root cause analysis.
- **Stakeholder Partnership:** Translate technical issues into business impact for non-technical users and leadership.
- **Process & Cost Optimization:** Identify inefficiencies and vendor cost drivers, implement structured improvements.
- **Autonomous Execution & Documentation:** Operate independently within ITIL frameworks, producing clear documentation to reduce repeat incidents.

Recent Experience

ChampionX - IT Operations Analyst | Nov 2022 – Jan 2026

Technology company providing chemical solutions, artificial lifts and equipment for oil and gas production

- Owned IT operations support for ~500 users across Canada within a hybrid Microsoft 365 environment, driving incidents from intake through resolution in Freshservice under ITIL workflows
- Resolved hardware, Windows OS, VPN, MFA, and identity-related issues, maintaining service continuity across distributed business units
- Led implementation of a new corporate mobility contract by redesigning processes and coordinating vendor rollout, contributing to approximately \$500K in cost savings over three years
- Owned the mobile device lifecycle for ~500 phones, including provisioning, policy enforcement in Intune, carrier coordination, and billing oversight
- Supported onboarding and offboarding by coordinating manager's workflow, device coordination, and secure deprovisioning activities including device retrieval.

Genovus (Via Compugen) - Sr Deskside Support Analyst | Mar 2022 – Nov 2022

Integrated oil and natural gas company

- Delivered senior deskside and remote support in a large Windows 10 and Microsoft 365 enterprise, serving as on-site escalation point through a walk-up Tech Stop model
- Diagnosed OS corruption, hardware failures, and 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 to ensure controlled system changes
- Automated repetitive validation and administrative tasks using PowerShell to reduce manual effort and improve support consistency

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

Canadian airline operating domestic and international flights

- Supported Windows 10 and Office 365 environments including Azure, Citrix, Sabre reservation systems, and Avaya VOIP in an operationally sensitive airline setting
- Executed identity and access provisioning across Active Directory, Exchange, RSA, and Sabre boarding systems, ensuring controlled access to flight operations platforms
- Resolved incidents impacting frontline and flight systems within structured service desk workflows to protect 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 that focused on professional development. During that time I earned CompTIA Linux+ and Cloud+ while expanding experience with Linux systems and automation through home lab work.

This strengthened my troubleshooting depth with infrastructure awareness while continuing to bring a friendly face to IT support.