

# Cameron Schnurr

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## Professional Summary

Technical Support and Operations professional with 15 years in enterprise environments supporting 500+ users across hybrid Microsoft 365 networks. Experienced resolving VPN, DNS, identity, and endpoint issues within structured ITIL workflows.

Over the past two years, expanded into Linux systems, virtualization, firewall and networking through certification and homelab work.

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## Skills

### Technical Support & Ticket Operations

- High-volume incident management within Freshservice and ServiceNow (ITIL workflows)
- Troubleshooting VPN, DNS resolution, MFA, identity, and connectivity issues
- Cross-functional coordination with infrastructure, networking, and security teams
- Clear written documentation of investigation steps and remediation

### Networking & Systems Fundamentals

- DNS, IP addressing, routing, NAT, VLAN segmentation, firewall rule configuration
- VPN configuration and troubleshooting in enterprise and pfSense environments
- Active Directory and Microsoft Entra ID access provisioning
- NGINX reverse proxy configuration and TLS certificate exposure in lab environments

### Operating Systems & Platforms

- 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

## Recent Experience

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

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

- Delivered enterprise IT support for ~500 users in a hybrid Windows and Microsoft 365 environment, resolving identity, VPN, DNS, MFA, and endpoint incidents within structured Freshservice workflows.
- Diagnosed network access failures involving VPN clients, DNS resolution, and group-based access controls, isolating root cause before coordinating remediation with infrastructure teams.
- Owned the mobile device lifecycle across the Canadian user base, managing provisioning, policy enforcement, telecom vendor coordination, and billing oversight.
- Led a corporate mobility carrier transition by analyzing usage data, coordinating vendor changes, and validating service continuity, contributing to approximately \$500K in cost savings over three years.
- Documented investigation steps, configuration changes, and resolution details to maintain auditability and reduce repeat incidents.

Environment: Windows 10/11, Microsoft 365, Entra ID, Intune, Active Directory, VPN, MFA, Freshservice

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

Integrated oil and natural gas company

- Delivered deskside and remote support across Windows 10 and Microsoft 365 systems in a high-visibility enterprise setting.
- Diagnosed OS corruption, hardware failures, Microsoft Teams, and SharePoint disruptions, restoring user productivity within defined SLA targets.
- Configured MFA and RSA tokens for secure hybrid and remote access, resolving authentication and remote connectivity issues.
- Deployed and maintained endpoints using SCCM for imaging, patching, and controlled application rollout.
- Automated repetitive validation tasks using PowerShell, reducing manual administrative effort and improving consistency.

Environment: Windows 10, Microsoft 365, Active Directory, SCCM, Exchange Online, VPN

## **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, and Avaya systems within an operationally sensitive airline environment.
- Executed identity and access provisioning across Active Directory, Exchange, RSA, and the Sabre boarding system, ensuring controlled access and continuity for frontline systems.
- Resolved incidents impacting flight operations within structured service desk workflows, maintaining operational timelines.

Environment: Windows 10, Microsoft 365, Active Directory, SCCM, Exchange, VPN

## **Certifications**

LPI Linux Essentials - 010-160

CompTIA Linux + - XK0-006

CompTIA Cloud+ - CV0-004

## **Professional Development**

Completed CompTIA Linux+ and Cloud+ while expanding hands-on infrastructure experience through home lab environments.