

# 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 environments. Known for high first contact resolution, incident ownership and structured troubleshooting. Experienced working within ITIL systems and coordinating with vendors and cross-functional teams to resolve issues efficiently.

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## Core Competency

### Device & Asset Management

MACI Services (Move, Add, Change, Install)

Enterprise Mobility & MDM (Intune)

Windows 10/11 Administration

Microsoft 365 & Exchange Support

Active Directory & Identity Lifecycle

MFA & RSA Token Provisioning

SCCM Imaging & Patch Deployment

ServiceNow & Freshservice (ITIL)

Endpoint Security & Compliance

Vendor & Offshore Coordination

Executive & White-Glove Support

Knowledge Documentation & Reporting

## Professional 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.

## **Earlier Experience**

### **Service Desk & Deskside Roles | 2010 – 2019**

Delivered Tier 1–2 support across Windows, Office, Citrix, SCCM, VPN, and enterprise systems in large Calgary-based organizations.

Managed ticket lifecycles in ServiceNow, Rodopi and Lotus Notes, escalating to infrastructure teams when required.

Supported enterprise mobility including iOS, Android, and legacy Blackberry devices across corporate fleets.

## **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.

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