

Cameron Schnurr

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

Professional Summary

IT Support and Operations professional with 15 years of experience in medium and large enterprise environments. Provide deskside and remote support across Windows and Microsoft 365, performing imaging, hardware deployment and user setup. Manage Active Directory accounts, onboarding and offboarding, and MFA access. Resolve issues at first contact and work incidents through to root cause.

Core Skills

IT Support & Operations

- Deliver deskside and remote support across Windows 7–11, supporting medium and large environments
- Image and deploy laptops, desktops, tablets, docking stations, and peripherals
- Perform SCCM imaging, apply patches and support app deployments
- Support Microsoft 365 services including Exchange Online, Teams, SharePoint, and OneDrive
- Support Exchange mailboxes, shared mailboxes, and permission management
- Support meeting rooms, conferencing systems, and AV hardware
- Manage incidents within ServiceNow and Freshservice
- Execute MACI services (Move, Add, Change, Install) and maintain accurate asset tracking
- Support onboarding and offboarding including account provisioning and device assignment
- Provide high first-contact resolution

System & Network Administration

- Administer Active Directory user lifecycle management including onboarding, offboarding, and group-based access control
- Troubleshoot identity and access issues across Active Directory, Azure AD, and MFA systems
- Support Windows Server–connected environments within hybrid enterprise infrastructure
- Troubleshoot VPN and secure remote access connectivity (GlobalProtect and corporate VPN environments)
- Apply networking fundamentals including DNS resolution, VLAN awareness, routing concepts, NAT, and subnet segmentation
- Diagnose network connectivity and access issues impacting end users and escalate to infrastructure teams when required
- Support endpoint security policies and compliance enforcement within enterprise environments
- Configure and support MFA solutions including RSA tokens and Microsoft Authenticator
- Collaborate with infrastructure, networking, and security teams to resolve cross-functional incidents

Mobility Management

- Own enterprise mobility lifecycle across iOS and Android device fleets
- Provision, configure, and support mobile devices including MDM enrollment via Intune
- Enforce device compliance policies and corporate security standards
- Coordinate with telecom vendors and TEM providers for mobility provisioning and issue resolution
- Lead corporate mobility carrier transition project contributing to approximately \$500K in cost savings over three years
- Maintain mobility asset tracking and lifecycle documentation

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/OneDrive
- 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.

Homelab Experience

Systems & Virtualization

- Build and run a small Proxmox setup with Windows and Linux VMs
- Create and manage VMs in Proxmox and Linux using QEMU
- Move VMs between hosts and keep services online
- Recover services and check system health using logs and CLI tools

Networking & Firewall

- Set up pfSense with separate subnets for lab and internal traffic
- Configure firewall rules, NAT and VPN access
- Troubleshoot network issues across segmented networks
- Check traffic flow and routing inside virtual machines and containers

Professional Development & Certifications

CompTIA Linux+

CompTIA Cloud+

LPI Linux Essentials

Participated in a 2024–2025 mentorship program at ChampionX focused on career development and leadership skills. During this time, I earned CompTIA Linux+ and Cloud+ and expanded my experience with Linux, virtualization and cloud fundamentals through home lab work. It helped me understand the infrastructure side more clearly while I continued providing excellent IT support.