

# Cameron Schnurr

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## Professional Summary

Technical support and operations professional experienced supporting Windows, Microsoft 365, Active Directory, Mobility and Device lifecycles. Applies problem ownership, structured troubleshooting and clear communication with end users. Experienced with onboarding and offboarding, account provisioning, SCCM, printers, DNS, VPN and MFA.

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## Skills

- ServiceNow and Freshservice ticket management
- ITIL workflows, root cause documentation and knowledge base articles
- Hardware lifecycle management, asset tracking and vendor coordination
- Walk-up and white-glove support
- Active Directory, Entra ID, group management and access provisioning
- Microsoft 365, Exchange Online, Teams, SharePoint and OneDrive
- SCCM imaging, patching and application deployment
- VPN, MFA and endpoint troubleshooting across Windows environments
- Escalation handling and issue ownership through resolution
- Onboarding and offboarding, account setup, permissions changes and device provisioning
- Handled vulnerability remediation tickets and remediated identified issues.
- Managed ticket queues, followed up with users, and resolved incidents within SLA targets.
- Training and mentoring peers on tools, processes and issue handling

## Experience

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

Technology company providing chemical solutions for oil and gas production

- Delivered IT operations support for ~500 users across Canada in a hybrid Microsoft 365 and Windows environment.
- Resolved incidents in Freshservice across Windows and Microsoft 365.
- Handled vulnerability remediation tickets and remediated identified vulnerabilities.
- Served as Mobility SME, owning the mobile device lifecycle including provisioning, policy enforcement, vendor coordination and billing oversight.
- Led mobile carrier transition by auditing active lines, coordinating vendor changes and redesigning internal processes
- Migrated lines to new carrier with minimal disruption, contributing to approximately \$500K in cost savings over three years
- Managed hardware lifecycle and break-fix support for laptops and specialized chemistry lab systems, extending asset life and reducing unnecessary replacement costs.
- Coordinated with telecom vendors, TEM providers and internal stakeholders to resolve billing discrepancies, provisioning issues and contract adjustments.
- Delivered white-glove support to sales and regional leadership, sustaining stable operations before and during SLB acquisition.

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

## **Cenovus - Sr Deskside Support Technician | Mar 2022 – Nov 2022**

Integrated oil and natural gas company

- Delivered deskside, remote and walk-up support across Windows 10 and Microsoft 365 systems.
- Diagnosed OS corruption, hardware failures, Teams and SharePoint issues.
- Supported meeting room AV, video conferencing and presentation technology.
- Deployed and maintained Windows tablets using SCCM for imaging and installing applications.
- Configured MFA and RSA tokens for remote access.
- Automated repetitive administrative tasks using PowerShell.

Environment: Windows 10, Microsoft 365, Active Directory, SCCM, Exchange Online, Cisco AnyConnect, ServiceNow

## **WestJet – Information Technology Analyst | Nov 2019 – Feb 2021**

Canadian airline company

- Provided IT support in a Windows 10 and Microsoft 365 environment, including Office 365, Citrix, Avaya VoIP and Sabre boarding systems.
- Troubleshoot Active Directory, MFA, Exchange, SharePoint and RSA issues.
- Handled user provisioning, permissions and onboarding across AD, Exchange, Avaya and the Sabre boarding system.

Environment: Windows 10, Microsoft 365, Active Directory, SCCM, Exchange, Sabre, ServiceNow

## **Precision Drilling – Technical Support Analyst | Feb 2018 – Mar 2019**

Oilfield services company

- Provided IT support in a Windows 10 and Office 365 hybrid environment, including VPN, SAP and SCCM imaging.
- Handled access requests and account changes in Active Directory, ServiceNow and Lotus Notes.
- Supported Smart Rigs operations in Texas.

Environment: Windows 10, Microsoft 365, Active Directory, SCCM, GlobalProtect, Lotus Notes, ServiceNow

## **Cenovus – Deskside Support Technician | Aug 2012 – Nov 2017**

Integrated oil and natural gas company

- Diagnosed and imaged Windows 7 & 10 workstations in a large environment using SCCM. Supported Citrix clients. Maintained specialized IT assets including meeting room AV, surveillance systems and badge printers.

## **Service Desk Technician | Jan 2012 – Aug 2012**

- Resolved access issues across Active Directory password resets, account unlocks, security group changes, RSA token authentication and VPN connectivity.

Environment: Windows 7/10, Office 2016, Active Directory, SCCM, Citrix, GlobalProtect, ServiceNow

## **Certifications**

LPI Linux Essentials - 010-160

CompTIA Linux+ - XK0-006

CompTIA Cloud+ - CV0-004