

Cameron Schnurr

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Professional Summary

Technical support and operations professional supporting Windows, Microsoft 365, Active Directory, mobility and device lifecycles in ITIL environments

Owns incidents through resolution in SLA-driven support using structured troubleshooting and clear communication across onsite and remote users

Experienced with account provisioning, onboarding and access control across Microsoft 365 and Active Directory using ServiceNow and Freshservice

Delivers consistent resolution across identity, endpoint and access issues through problem ownership and repeatable troubleshooting methods

Skills

End User Support & Incident Management

- ServiceNow and Freshservice ticket queues, owning SLA-driven incidents across Canada in enterprise environments
- Delivered onsite and remote support across Windows environments, resolving endpoint, VPN, MFA and identity issues
- Escalated complex issues to infrastructure teams while maintaining ownership, communication and resolution tracking

Microsoft 365 & Identity

- Administered Microsoft 365, Exchange Online, Teams, SharePoint and OneDrive across business users
- Managed Active Directory and Entra ID, handling provisioning, group management and access control
- Owned onboarding and offboarding workflows, ensuring account setup, licensing and access alignment

Endpoint & User Environment

- Supported Windows endpoints within Microsoft 365 environments, resolving user-facing system and application issues
- Performed SCCM imaging, patching and application deployment across managed devices
- Provisioned and troubleshot laptops and desktops, handling break-fix and user configuration

Networking & Access

- Troubleshot VPN and MFA issues across remote access and hybrid environments
- Diagnosed DNS and network access issues across endpoint and firewall layers
- Documented incidents and followed internal standards to support consistent resolution

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.
- Served as Mobility SME, owning the mobile device lifecycle including provisioning, policy enforcement, vendor coordination and billing oversight.
- Handled vulnerability remediation tickets and remediated identified vulnerabilities.
- Delivered white-glove support to sales and regional leadership, sustaining stable operations before and during SLB acquisition.

- 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, printers/print server 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.

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, resolving endpoint and access issues
- 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

- Resolved incidents across Windows 10 and Microsoft 365 environments supporting operational and corporate users 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 onboarding and offboarding, account setup and access changes in Active Directory, ServiceNow and Lotus Notes.

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.
- Maintained specialized IT assets including meeting room AV, SOC computers 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