

# Cameron Schnurr

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## Professional Summary

Technical support and operations professional with 15 years of experience across enterprise and mid-sized environments. Delivers deskside, endpoint and identity support within Microsoft 365 environments. Owns incidents using ITIL workflows, executes troubleshooting across hardware, OS, access and networking. Hands-on with Linux systems, virtualization, and home lab infrastructure to extend capability.

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## Skills

**Deskside & Service Delivery:** ServiceNow, Freshservice, ITIL workflows, ticket queues, escalation handling, walk-up and executive support, incident ownership, root cause documentation

**Endpoint & Device Operations:** SCCM imaging and patching, application deployment, Intune, hardware break-fix, laptop and mobile provisioning, device lifecycle management, asset tracking, vendor coordination

**Microsoft & Identity:** Microsoft 365, Exchange Online, Teams, SharePoint, OneDrive, Active Directory, Entra ID, account provisioning, group management, mailbox permissions, RBAC

**Access & Systems Troubleshooting:** VPN, MFA, DNS, network connectivity, firewall access issues, Linux CLI diagnostics, system logs, hybrid environment troubleshooting

## 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, 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.
- 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 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