

Cameron Schnurr

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Professional Summary

Technical support and operations professional experienced in enterprise mobility

Operates device lifecycle, carrier coordination and employee-facing IT support

Built telecom reporting and dashboards from raw billing data to support cost tracking and visibility

Handles mobility escalations, vendor coordination and inventory control in fast-paced environments

Skills

Mobility & Telecom Operations

- Mobile device lifecycle, carrier coordination, plan changes, provisioning and decommissioning
- Telecom vendor management, billing validation, dispute escalation and contract awareness
- Mobility escalations, employee-facing support, designed onboarding and offboarding workflows
- Inventory tracking aligned with billing data and cost visibility

IT Operations & Endpoint Support

- Windows 10/11, Microsoft 365, Active Directory, Entra ID, account provisioning
- Laptop provisioning, imaging, hardware break-fix, endpoint lifecycle management
- VPN, MFA, access management, user onboarding and offboarding
- ServiceNow, Freshservice, ticket queues, SLA tracking, escalation ownership

Reporting & Analytics

- Built telecom spend dashboards using Power BI from carrier billing and inventory data
- Spend analysis, usage trends and billing validation against inventory records
- Coordinated with external TEM provider and carriers to resolve escalations, validate billing and align processes across regions

Experience

ChampionX - IT Operations Analyst | Nov 2022 – Jan 2026

Technology company providing chemical solutions for oil and gas production

- Managed mobile device lifecycle for ~500 corporate users across Canada, including provisioning, plan changes and decommissioning
- Coordinated directly with carriers and vendors for device orders, billing issues and escalations across field and office users
- Handled mobility escalations end-to-end, resolving service interruptions, billing discrepancies and account transitions
- Maintained telecom inventory aligned with carrier billing, identifying mismatches and driving corrections through vendor escalation
- Built Power BI dashboards using carrier billing and inventory data to track telecom spend across cost centres and identify usage trends
- Developed Excel-based reporting to validate invoices, track variances and support internal cost allocation and budgeting discussions
- Supported carrier transition project moving ~500 lines between providers, coordinating logistics, user communication and vendor execution

- Tracked telecom spend through cost centre allocation, supporting invoice validation and internal chargeback processes
 - Provisioned laptops and mobile devices for onboarding workflows across multiple locations
 - Diagnosed and resolved endpoint, identity and connectivity issues across Microsoft 365, VPN and Windows environments
 - Processed onboarding and offboarding tasks including account provisioning, access changes and device recovery
 - Documented mobility and provisioning workflows, improving consistency in device handling and escalation processes
- 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