Cameron Ratchford

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**WORK EXPERIENCE**

**Computer Modelling Group Jul. 2019 – Present**

*Technical Support Analyst Calgary, AB*

As Technical Support Analyst, I am taking care of a multi-domain/multi-forest AD environment, managing servers in 6 different countries. Of those servers, I am responsible for the vSphere clusters, building access system, and print management servers. In addition, I administer the O365 environment (licensing, Teams, SharePoint Online, Power Platform), Active Directory (Users, Computers, Groups, GPO), and our 2FA server (using MultiOTP). What I enjoy most is creating scripts in PowerShell and Python.

* + Worked with the senior VMware administrator to deploy, integrate and smoke-test CMG’s new [Hyper-Converged VMware environment](https://buy.hpe.com/ca/en/enterprise-solutions/storage-solutions/storage-solutions-for-data-management/storage-solutions-for-data-management/hpe-nimble-storage-dhci/p/1011825973).
  + Proposed, planned, and developed Disaster Recovery documentation for critical infrastructure, including:
    - Building Access System
    - VMware DHCI Cluster
    - Printer management system

**Devon Energy Aug. 2017 - Jul. 2019**

*End User Support Analyst / Software Support Calgary, AB*

* In my role at Devon, I was responsible for administering [Jackfish Lodge](https://goo.gl/maps/McK9Zq878CbShGaGA)’s Building Access System including a network of 2,000+ IoT devices. As the tier 1/2/3/4 support analyst for Assa Abloy Visionline, my area of expertise included IoT, Windows Server 2012r2 Administration, HVAC electronics repair, and desktop support.
  + Collaborated with the safety and training administrator to develop interactive training content for facility site operators. This provided the operators with procedure references that were more maintainable and substantially less dull than the stack of binders that it replaced.
  + Planned, tested, and implemented a new IoT network topology that reduced the device connection failure rate by 50%. This gave me more free time for documentation, preventative maintenance, and collaboration on projects with other teams.

**Enbridge Dec. 2015 – Aug. 2017**

Enterprise Desktop Services Calgary. AB

*Team Lead Nov. 2016 – Aug. 2017*

* As team lead, my responsibilities were to lead projects, manage escalations, manage the ticket queue, train new-hires, and ensure that SLAs were met. Normal duties included IMAC, OS deployment, AV repair, and executive support.
  + Provided training, escalation support, and guidance to the team of 7 Desktop Support Analysts
  + Planned, delegated workloads, and oversaw the execution of 3 office relocations, a printer fleet refresh, and the onboarding of new users following Enbridge’s acquisition of Spectra Energy.

*Desktop Support Analyst Dec. 2015 – Nov. 2016*

* As a member of the EDS team, I was responsible for imaging and deploying computers, troubleshooting hardware and software issues, documenting and updating tickets in ServiceNow, and writing scripts in PowerShell.
  + Supported 1300+ users, 400+ applications, at an average of 120 tickets per month

*Additional experience as* ***Field Service Technician*** *at* *ABM Integrated Solutions.*

**EDUCATION**

**Fanshawe College July, 2012**

*Diploma of Information Technology - Virtualization Specialty London, ON*

**SKILLS & INTERESTS**

* **Skills:** *PowerShell, Python, Process Automation, Server Administration, Incident Management, Business Intelligence, Linux, VMware, Office 365 Administration, Vendor Management, Project Planning, Customer Service, Learning and Personal Development*
* **Interests:** *Cooking, Web Development, Dungeons and Dragons, Drinking Coffee, PC Games*