* It’s a managed services company
  + Experience dealing with customers at CMG (Priority with setting up machines for CNRL, Shell, etc.)
  + Highlight the similarity in roles with that of your experience with ABM (Representing the company, escalating relationship issues with management, following up on user’s problems to build a trusting relationship with the client)
* Mentioned “Customer Service”
  + Give example at Devon where the previous IT guy had dropped the ball, and trust had to be regained.
* The phrase “if we ourselves can't solve a problem for our clients we'll help them find a solution”
  + Give examples of working with clients for issues “out of scope”
  + Give examples of using escalation with other vendors to get results for the user
* “working to achieve optimal performance and security for our customers through the maintenance and support of their IT infrastructure”
  + How you worked within those principals at Enbridge, Devon, CMG
* Microsoft 365, (Azure AD, Exchange, SharePoint, Teams), Microsoft Cloud security.
  + Be sure to include that in your CMG experience
    - Azure AD group and application permissions
    - SharePoint Online and Teams administration
    - Azure Security Auditing for credential usage
* Networking: Firewalls, Switching, (Layer 3 configuration such as VLANs, QOS etc), Cloud managed WIFI, 802.1x.
  + I guess you’ll have to put down your HomeLab, maybe as Ratchford Consulting
* Meraki MX security devices and MR access points.
  + Experience setting up and configuring your Meraki environment at home
* Meraki SM, Microsoft Intune for device management.
  + Experience with Mobile Iron and BBM at Enbridge
  + Experience with SCCM at CMG
* On-premise infrastructure - virtualization, group policy, active directory.
  + CMG
    - VMware vSphere infrastructure, managing a datacenter of 80 servers, and 5 vSphere clusters
    - Multi-domain, multi-forest topology. Managing GPOs, AD users/groups/computers using RSAT and developing custom PowerShell scripts.
  + Homelab / RatchfordConsulting
    - 1 vSphere HA cluster of 2 servers with an iScsi SAN
    - Built from scratch AD environment with GPO, Groups, LDAPS, and CA.
* SSO and 2FA platforms.
  + CMG
    - Administering 2FA on Citrix and VPN using MultiOTP
* RMM systems - managing, leveraging capabilities, and automation.
  + CMG
    - Enrolling clients in GreyLog and CornerBowl, configuring SNMP on servers.
  + Devon
    - Using SolarWinds to enroll and track IP Cameras, ZigBee gateways
* Mac OS and iOS experience, device management (asset).
  + Enbridge
    - Enrolling and managing IOS devices in MobileIron
  + CMG
    - Setting up, and domain joining OSX computers
* A technical understanding of disaster recovery and business continuity (asset).
  + CMG
    - Planning and creating documentation for disaster scenarios for Building Access Systems, Password Vault, Docker hosts.
  + Devon
    - Planning and creating disaster recovery documentation for Building Access System, Complex AV Systems, legacy SCADA systems.
* Working product knowledge of Duo, Onelogin, Veeam, Solarwinds RMM, ITGlue, Dropbox, Gsuite, JAMF (asset).
  + MultiOTP, Dell EMC Avamar, Solarwinds
* Scripting, API fundamentals, Zapier, Databox (asset).
  + Scripting
    - PowerShell
      * Function Library with Self-populating profile
      * USMT
      * Computer Inventory Management
      * User Onboarding Automation
      * Custom input validation
      * Custom parameter argument generators
    - Python
      * Exchange Log Parser
      * HID Badge translator (From Kantech to Xerox formats by reverse engineering a [Wiegand calculator](http://www.ccdesignworks.com/wiegand_calc.htm))
      * A proxy API to securely interact with the building access system API (Which had vulnerabilities)
  + API Fundamentals
    - An ephemeral docker container that refreshes my SSL cert by performing ACME DNS-01 challenges with the dynu.com API and reports success/failure via the mailgun.com API