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 VOIP lines in FreePBX, manage software and OS deployments with WDS, AIK, and SCCM, 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 automation tools and scripts with PowerShell and Python.

- o Worked with the senior VMware administrator to deploy, integrate and smoke-test CMG's new [Hyper-Converged VMware environment](#).
- o 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](#)'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.

    - o 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.
    - o 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, BES12 and Mobile Iron device management, OS deployment, AV repair, and executive support.
    - o Provided training, escalation support, and guidance to the team of 7 Desktop Support Analysts
    - o 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, configuring VOIP phones in CUCM, troubleshooting hardware and software issues, documenting and updating tickets in ServiceNow, and writing scripts in PowerShell.
    - o 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*

OTHER SKILLS & INTERESTS

Home Server Environment
- Cisco Meraki / Aruba Network
  - Segregated VLAN networking
  - Inbound / Outbound firewall rules
  - 10 gigabit Fiberoptic SAN for iScsi traffic
- VMware vSphere High Availability Cluster
  - 2 ESXi hosts with load balancing, HA, and failover rules set for failover recovery
  - FreeNas server hosting 2TB of iScsi storage to VMs in the cluster over a 10g network
- Docker Environment
  - Apache Guacamole (HTML5 remote access gateway)
    - Provides RDP, SSH, and VNC connections to the various machines in my network over a secure 2FA protected HTTPS connection
  - Gitlab CE
    - Provides a self-hosted version of Gitlab.com for version control, wiki pages, and docker container repositories
  - Rundeck
    - A graphical front-end where I configure/run scripts and ansible playbooks
  - Ansible
    - A configuration management engine that accepts configuration files called playbooks
  - Nginx
    - A webserver and reverse proxy that I use to secure the connections to Guacamole and Gitlab with SSL
- Windows Active Directory Domain
  - 2 domain controllers
  - Provides DHCP, DNS, and LDAP authentication for other applications (vCenter, Guacamole, Gitlab, Rundeck, FreeNas).

Other Projects
- Web Development
  - Many half-finished projects using:
    - HTML5
    - CSS3
    - JavaScript
      - Vue.JS
      - Axios.JS
    - Python (Flask)
- Python Projects Using:
  - Flask
  - Pandas
  - Beautiful Soup
  - Selenium

Things that aren't IT Related
- Cooking
- Dungeons and Dragons
- Camping
- Drinking Coffee
- PC Games