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 responsible for the usability, smooth operation, reliability, and security of CMG computer systems in Canada and abroad.

* + 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).
  + Negotiated with multiple vendors for the purchase of a fleet of new printers, saving CMG $25000 over 3 years.

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

*End User Support Analyst Calgary, AB*

* In my role at Devon, I was responsible for administering [Jackfish Lodge](https://goo.gl/maps/McK9Zq878CbShGaGA)’s Door Access System including a network of 2,000+ IoT devices.
  + 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 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.
  + 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*](https://gitlab.ratchfordconsulting.com/cam/powershell)*,* [*Python*](https://gitlab.ratchfordconsulting.com/cam/)*, 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, Dungeons and Dragons, Drinking Coffee, PC Games*