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## EMPLOYMENT

### ITS Client Services Agent

Dalhousie University, Halifax, NS — 2021 to Current

Provided support to faculty, students, and staff of Dalhousie University for technical questions and issues. This included, but was not limited to -- Onboarding of new devices into the Dalhousie network, troubleshooting technical issues with Office 365 (including Teams), resolving issues with authentication and licensing while in a work from home environment, and providing feedback to the team and management structure as to avenues of opportunity to improve processes.

### Information Security Specialist

BF&M Canada, Halifax, NS — 2018 to 2021

Provided essential resolutions to existing and emerging security threats to the organization. Established a security framework for the organization and worked towards bringing the company within compliance of that framework. Provided impactful information for both internal and external auditors and regulation bodies. Took a leading role in user access certification, testing and training. Technologies include -- Darktrace, Graylog, Rapid7, FortiMail/FortiSandbox, Powershell, Kali toolset, Passwordstate, Checkpoint Firewalls, CarbonBlack.

### System Administrator

BF&M Canada, Halifax, NS — 2015 to 2018

Managed and built users accounts, servers, endpoints, infrastructure and client access for a multitude of systems including -- Active Directory, Exchange, AS400, BlackBerry Enterprise Server, Cisco Unity Call Manager, Javelina, Wynsure, RSA SecurID, and CentOS deployments. Designed and implemented internal audit of user management processes to satisfy governmental regulatory requirement. Managed the IT portion of the annual Anti-Money Laundering (AML) training to ensure compliance with governmental standards. Was the principal architect on and implementation agent for multiple ticketing solutions, including Ivanti HEAT and osTicket. Followed ITIL principles and best practices.

### Technical Support Specialist

Blue Ocean Contact Centers, Halifax, NS — 2013 to 2014

Both end user and reseller hardware support for Interactive Whiteboard displays, projectors, and associated accessories. Software support provided to related software packages to the displays within the educational market. Support included both Windows and Macintosh based systems, from Windows XP to Windows 8, and Mac OSX 10.5 thru 10.9.

### Owner

BnC Computer Solutions, Post Falls, ID — 2003 to 2011

A personal business created to service the area of Spokane, Washington and greater Northern Idaho thru efficient and affordable in-home or in-office technical support. Later used as a professional contract company

for federal government work related to sensitive compartmentalized information.

## **System Analyst**

Nighthawk Radiology Services, Coeur d'Alene, ID — 2010

Provided mission critical support for hundreds of Radiologists receiving data from thousands of hospitals around the world. Support often involved remote access thru SSH tunnels to Mac, Windows, and Linux systems, as well as working on a rigorous timeline in order maintain the flow of time sensitive medical documentation.

## **EDUCATION**

### **Software Engineering**

Oregon Institute of Technology @ Klamath Falls, OR — 1998 to 2003

**Field of Study:** Intense focus on software development methodology including software development in a collection of languages (including C, C++, C#, VB.NET, Ada, COBOL, and 80x86ASM) to creation of architecture design utilizing UML.

### **HEAT Ticketing System**

Ivanti @ Bracknell, UK — 2017

**Field of Study:** Training in the installation, configuration, and administration of the Ivanti HEAT ticketing system.

### **Commercial Truck Driving**

Transport Training Centers of Canada @ Halifax, NS — 2014

**Field of Study:** The methods, laws, and practical application surrounding commercial truck driving with the end result being the acquisition of a Class 1 drivers license.

## **IT SKILLS**

### **Infrastructure, Development, and Security**

☆☆☆☆☆ GNU/Linux, Windows Server/Desktop, LDAP/Active Directory, OpenVPN, RSA SecurID, Peplink/Pepwave, Carbon Black, Darktrace, Check Point Firewalls, Citrix Studio, PDQ Deploy and Inventory, Cisco Unified Call Manager, ESXi, HyperV, Proxmox, Git, Powershell & HTML/CSS

## **HOBBIES**

Gaming, Self-Hosting, Automation, Cryptography, System Security, Hiking, Camping, Photography, Astronomy

