

Christopher Thompson

An experienced leader, IT asset with over 15 years of hands on experience in a wide variety of industries. Areas of expertise include leadership, project management, and troubleshooting. Demonstrates exceptional attention to detail, organization, and technical aptitude for complex problems. Recognized for reducing overhead, streamlining process, professional development, training, and process management.

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SKILLS AND TECHNOLOGY

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|---------------|-----------------------------|----------------------|
| # TCP/IP | # Microsoft Windows Servers | # Management |
| # VLAN | # Red Hat Linux | # Project Management |
| # Networking | # Debian Linux | # Troubleshooting |
| # Firewalls | # VMWare Vsphere ESXi | # Change Management |
| # Switch | # Microsoft Hyper-V | # Planning |
| # Routing | # Monitoring(NOC) | # Security |
| # VPN | # Microsoft Office 365 | # Risk Management |
| # Ethernet | # TrueNAS Scale/Core | # Time Management |
| # SQL MySQL | # ChatGPT/AutoGPT | # Automation |

PROFESSIONAL EXPERIENCE

Sonova Inc., Kitchener, ON

Nov 2022 – Feb 2023

IT Field Service Manager

- Responsible for Kitchener(two sites), Mississauga, and Toronto Budget, Procurement, Project Management.
- Ticketing and Project management through Service Now.
- Management of staff both in-office and remote, providing guidance, and handling escalations.
- On-boarding/Off-boarding process management and adherence.
- Key stakeholder for emergency situations related to building security, up-time and IT systems.
- Budget tracking through SAP, alongside working in close proximity to finance to update budgetary documents and expectations ensuring accuracy and amounts are properly tracked.

Truro Cannabis Inc., Truro, NS

Feb 2020 – Nov 2022

I.T. Manager

- Took ownership of software/hardware/infrastructure from over \$350,000 op-ex to \$110,000 annually.
- Resolved longstanding issues impacting production, control, security through change-management, project management, and low-level network and system diagnostics.
- Designed and deployed a secondary site bringing in SoftPhone, Security, HVAC Controls, and O365, through site to site tunneling.
- Replaced all infra including phone, network storage, and rewired primary server rooms improving security, uptime, network availability, and saving over 80% of renewal costs.
- Administered live monitoring of primary systems through Nagios/NOC to allow SLA response times, and dropping response to resolution to under 15 minutes.
- Implemented systems to manage and secure three-tier backup solutions, asset management, and software management while maintaining ITIL standards.
- Formulated Disaster Recovery Planning for stakeholder assurances in stability and near 100% up-time.
- Designed, configured key network and infrastructure including DHCP, VLAN, Reliable, BacNet2 transportation across multiple sites.

INDEPENDENT, Halifax, NS

2015 - 2017

Project Manager | Network Eng | Security

- Presented project scope; highlighted business impact and security risk and benefits to gain contracts.
- Implemented network mapping, IT Documentation, System security and unified access to improve companies valuations while saving them time to resolution and cost for resolution.
- Migrated On-Prem exchange to a cloud solution to improve up time, speed, and ability to communication with foreign partners and stakeholders.
- Worked with Mikrotik, Apple, and QNAP to resolve intranet speed issues plaguing a development firm; bringing speeds from 20Mbps to over 100Mbps.

- Planned and implemented custom ticketing system OTRS to track and resolve support problems; reducing resolution time by over 50%.
- Developed business road-maps and budget planning to bring IT reliant companies further security, reliability, and in line with budgetary needs.
- Negotiated contracts for businesses providing clear expectations while saving companies up to 40% on soft services and hardware contracts.

Solution Inc Ltd., Halifax, NS

2012 – 2014

Technical Support

- Tested and proved network problems through Linux command line tools providing path to resolution and recommendations to customers.
- Prioritized support requests; escalating to senior support staff where required, reproducing and tracking bugs through development and deployment to ticket closure.
- Provided technical training to on-site staff on application/network troubleshooting through ssh/screen.
- Supported over 1000 servers globally in the forced-portal/hospitality industry
- Planned, tested and rolled out customized upgrade scripts to resolve shellshock(DNS exploit) using bash and expect.
- Retained over 98% of support contracts through adequate support and customer service.
- Managed customer expectations for resolution and deployment through e-mail and phone.

Chartwell Technology, Calgary, AB

2007-2011

Senior Support Engineer, Deployment Specialist

- Harnessed ticketing, bug tracking, and change-management tools to track and resolve problems; successfully reducing the ticket queue from 80+ to under 20.
- Investigated incidents with MS SQL databases providing clear and concise causal investigations used in resolution dispute and insurance claims.
- Developed Project Management documents highlighting and reproducing and refining timelines from Pre-Staging→ Staging → Pre Production → Production improving deployment times and resolving stop gaps.
- Lead a team of engineers in deployment from planning to execution resulting in reduced deployment times and successful bug resolution and feature implementation.
- Wrote software for deployment and troubleshooting bringing deploy times from 4 hours down to 20 minutes allowing for increased deployment runs, and smoother deployment.
- Exceeded role expectations giving support for speed and network problems in a cluster environment, working with a global team to resolution. Saving the company over \$1,000,000 in missed SLA's.

Shaw Communications Inc, Calgary, AB

2000 - 2003

Customer Service Representative

- Translated technical problems allowing customers understanding and knowledge while resolving problems, earning me a top 10 position for ticket-handling and customer satisfaction.
- Provided technical support regarding DNS, TCP/IP for business users, communicating changes required; saving clients money, and time.
- Trained new hires in ticket systems outlining details and technical information required per-call alongside road-maps to goals, reducing handle time while helping coworkers achieve success.
- Used available resources to assist customers resolve various internet and computer problems, booking service calls where resolution was unavailable over the phone; received 5/5 reviews.
- Researched and trained on current technology to remain relevant to problems and resolutions allowing the team to stay ahead of customer impacting problems.

EDUCATION AND TRAINING**SAIT - COMPUTER TECHNOLOGY**

- # Management
- # Project Management and Communication
- # Microsoft VBA
- # Advanced Networking and Security
- # ORACLE/SQL
- # Borland C Programming
- # Electrical

PROFESSIONAL DEVELOPMENT

- # Wireless security and penetration testing
- # ITIL4 Certificate -- Ongoing
- # Docker -- working knowledge and Ongoing
- # OTRS -- Ongoing
- # Project Management
- # MDM -- following ITIL practices to investigate and implement cross platform MDM.