Sean Connell

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Professional Summary

Detail-oriented IT technician with 4+ years of experience managing enterprise IT infrastructure across hybrid cloud, virtualization, and endpoint environments. Proven track record supporting 9,000+ users nationwide, maintaining uptime, performance, and security of production systems. Skilled in Windows Server, Azure AD, VMware, and M365 administration with growing expertise in automation and open-source tools. Adept at balancing infrastructure management with hands-on onsite, on-call, and remote technical support in fast-paced enterprise environments.

Core Technical Skills

• **Systems & Networking:** Windows Server (2019/2022), Linux (Ubuntu, CentOS), VMware, Hyper-V, TCP/IP, DNS, DHCP, VPNs, Group Policy, RDP, Azure AD
• **Programming & Automation:** Python, PowerShell, Bash scripting
• **Security Tools:** Fortinet (firewalls, VPNs, security management), Intune, MFA/SSO, Conditional Access, Endpoint Protection, CrowdStrike, Proofpoint
• **Cloud & DevOps:** Microsoft 365 Admin Center, Azure, CI/CD familiarity, GitHub, SaaS/PaaS deployment
• **Tools & Platforms:** ServiceNow, ConnectWise, TeamViewer, Office 365, Adobe Suite, Sherweb
• **Collaboration:** Microsoft Teams, SharePoint, Zoom, AV/Conference systems
• **Other:** ITIL fundamentals, Network troubleshooting, User documentation, Backup & recovery

Professional Experience

The Salvation Army — IT Service Desk Technician   Toronto, ON | Aug 2022 – Present

• Provide onsite, on-call, and remote Tier-2 technical support and infrastructure management for 9,000+ users across Canada & Bermuda via ServiceNow.
• Administer and troubleshoot Windows and MacOS systems, performing daily health checks and log analysis.
• Monitor and resolve system alerts, performance degradation, and application incidents using ServiceNow
• Manage hybrid Azure AD / Active Directory environments; handle user provisioning, group policies, and MFA configuration.
• Perform system operations including patching, endpoint hardening, and network diagnostics across cloud and on-prem systems.
• Develop Python scripts for automation tasks and bulk system operations to reduce manual workloads and improve incident response times.
• Use PowerShell and Bash scripts to automate onboarding, access audits, and configuration management.

• Configure and maintain Fortinet VPNs, and security policies as part of the network protection and remote access infrastructure.
• Collaborate with Infrastructure and security teams for incident response, RCA documentation, and system remediation.
• Participate in on-call rotation for after-hours production support, coordinating with global infrastructure teams.
• Achieved 95% SLA compliance and 90%+ customer satisfaction through proactive monitoring and process improvement.

RHK Consulting — IT Support Specialist   Toronto, ON | Dec 2021 – Aug 2022

• Installed and configured hardware/software across 30+ client environments, including onsite deployment of Windows, macOS, and VoIP systems.
• Provided on-call support to address client incidents, after-hours maintenance, and urgent troubleshooting needs.
• Performed onsite and remote maintenance of servers, workstations, and network devices.
• Maintained network and server health, executed system patching, and performed data restoration procedures.
• Supported VMware/Hyper-V infrastructure and implemented endpoint security tools.
• Created and maintained client system documentation and troubleshooting guides.

Education

St. Clair College — Advanced Diploma, Computer Systems Technology (2018–2021)
Graduated with 4.0 GPA

Key Strengths

• Advanced troubleshooting and analytical skills for L2–L3 escalations
• Strong organizational and documentation habits
• Excellent cross-team collaboration and communication skills
• Proactive learner—adapts quickly to new technologies and enterprise tools
• Experienced providing onsite, remote, and on-call technical support across multi-site environments