

# Cameron Ratchford

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## Work Experience

### IT Automation Specialist – Shell

*Calgary, AB*

*Jan 2023 – Present*

- Apply Infrastructure as Code (IaC) methodology to cloud and virtualization platforms.
  - Orchestrated Azure VM infrastructure using IaC practices.
  - Automated testing of retail site OS deployments in KVM with Ansible, virsh, and virt-manager.
- Integrate version control and CI/CD practices into existing codebases.
  - Managed repositories in Git and set up CI pipelines using GitHub Actions, with automated testing.
- Refactor legacy automation systems to minimize downtime during transitions to a new tech stack.
  - Converted CMD.exe scripts to PowerShell, replaced Windows Task Scheduler with Group Policy Objects, and automated manual tasks.
- Design and implement configuration management for Windows image creation, software upgrades, and centralized logging.
  - Developed Python/PowerShell scripts, packaged in-house software, and managed software packages using Ansible, Scoop, and Group Policy Objects.

### Systems Administrator – Cybera

*Calgary, AB*

*May 2021 – Dec 2022*

- Build, develop, manage, monitor, and maintain technical infrastructure using automation tools such as Ansible, Terraform, Git, Sensu, Python, Bash, and Make.
- Plan and design technical solutions to support security initiatives.
- Ensure thorough documentation of all technical infrastructure and processes.
- Write reusable, efficient, and maintainable code.
- Respond to incidents, outages, and hardware failures in a timely manner.

### Technical Support Analyst – Computer Modelling Group

*Calgary, AB*

*Jul 2019 – May 2021*

- Administer multi-domain/multi-forest Active Directory environments (100+ servers, 1000+ clients).
  - Managed data center operations including hardware and network needs.
- Administer VMware vSphere (6.0/6.5), clustering, SAN (Nimble), and FreePBX systems.
- Manage Windows image and software packages in WDS and SCCM.
- Handle Office 365 administration.
- Develop and maintain PowerShell and Python scripts to automate tasks and improve efficiency.

### Additional Experience

- **End User Support Analyst** at Devon Energy - Calgary, AB / Conklin, AB - *(Aug 2017 – Jul 2019)*
- **Desktop Support Analyst** at Enbridge - Calgary, AB - *(Dec 2015 – Aug 2017)*
- **Field Service Technician** at ABM Integrated Solutions - Kenora, ON - *(Oct 2012 – Dec 2015)*

## Education

### Diploma of Information Technology (Virtualization) – Fanshawe College

*London, ON | July 2012*

- VMware ESXi 5.0 Administration
- Cisco Routing and Switching
- Windows Server 2008r2 Administration
- Introduction to Programming with Java

## Contact Information

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