

## PROFILE

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- Senior IT professional with 20+ years of practical IT experience (See <https://coreyjackson.ca> for comprehensive experience)
- Management, project management, & business, IT service management, product management, cloud & server computing (Microsoft 365, Microsoft Azure, Google Cloud Platform, AWS), cyber security, and computer networking experience
- Excellent customer service skills and experience in flexible work schedules including after regular hours and 24x7 on-call support

## SOFT SKILLS

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- Leadership, team and relationship-building, decision making, mentoring, motivating, negotiation, and presentation skill
- Innovative, creative, responsible, cooperative, hard working, versatile, flexible, and adaptable
- Possess strong organizational, time management, conflict management, analytical thinking skills, and interpersonal skills
- Written and verbal communication skills in English and French language

## TECHNICAL / HARD SKILLS

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**Management:** Strategic planning, commercial management, department management, resource management, performance management, risk management, vendor management, cost management (Budgeting, Forecasting), cost reduction, policy development/management, negotiation, delegation, financial literacy, procurement, litigation

**Project Management:** Scheduling, prioritization, cost management, change management, proposal management (RFI/RFQ/RFP), stakeholder management, escalation management, estimation, workflow management, contract management, waterfall, agile, scrum, RAD, JIRA, MS Project/Excel, Primavera, Asana

**Product Management:** Technical proficiency, business acumen, strategic thinking, user experience, goal setting market research

**Business Analysis:** Analytical thinking, software knowledge, strong communication skills, technical proficiency, problem solving, business process mapping, business acumen

**IT Service Management:** Incident Management, Problem Management, ITIL, SLA, OLA, Service Desk, Anydesk, TeamViewer, VNC, JIRA, ConnectWise, RMM, N-Central, Troubleshooting

**AI:** Conceptual knowledge of supervised, unsupervised, and semi-supervised machine learning, model context protocol (MCP)

**Enterprise Architecture:** TOGAF, process mapping, data modelling, microservices, archimate, diagrams.net

**Cloud & Server Computing:** IaaS, Azure, AWS, GCP, Digital Ocean, Scale, VMWare, Hyper-V, IaC, Terraform, resource balancing, load balancing, storage, VirtualBox, virtualization, Azure AD Connect

**Software Development:** .NET / .NET Core, Angular JS, AJAX, ASP/ASP.NET, JSP, PHP, MERN, Symfony, Bootstrap, CSS, w3.css, Tailwind CSS, Font Awesome, HTML, jQuery, Javascript/ECMAScript, TypeScript, JSON, MVC, React, JSX, Svelte, RSS, SVG, PWA, XML,XSL, XSLT, XPATH, Accessibility (WCAG, AODA), Visualization, SAP MII, WebRTC, Web Services, WCF, Zurb Foundation, SEO, web analytics, CDNs, Cloudflare, Python, C, C++, C#, Groovy, Java, Ruby, node.js, Perl, WQL, Drupal, WordPress, version management, authentication, authorization, SDK's, unit testing, NUnit, JUnit, optimization, load testing, VBA, Assembler, Web Domain Management, EPP codes

**UI/UX:** UI Design, research, wireframing, prototyping, Figma

**E-Commerce:** OpenCart, WooCommerce, payment gateways, point of sales (POS), payment request API

**IDE's:** Visual Studio Code, Visual Studio, WebStorm, Brackets, IntelliJ, Sublime Text, Phoenix Code

**DevOps:** Automation, CI/CD, Azure CloudShell, Bamboo, Bash/Shell, PowerShell, Bamboo, Jenkins, Docker, Kubernetes, Ansible

**Source Control:** Git, GitHub, BitBucket, TortoiseGit, SourceTree, TFS, Visual SourceSafe

**Security / Cybersecurity:** Ethical hacking, vulnerability management, penetration testing, system hardening, information security, network security, physical security controls, surveillance systems, password management, passkeys, IAM, identity verification, zero trust architecture (ZTA), SOAR, NIST 800-x, ISO 27001/x, PCI DSS, SOC 2, SOC 3, 2FA/MFA/U2F/TOTP, OAuth, SSO, SAML, SSL/TLS/HTTPS, certificate management, digital signatures, AES, PGP, CORS, CSRF, XSS, DLP, DKIM, DMARC, SPF, Endpoint protection (EPP) / XDR, Anti-Ransomware, Privacy policy / legislation, biometrics, alarm systems, BIMBI, Key Vault, Bitwarden, Keeper, Kali Linux, AirCrack-NG, OpenVAS, Nikto, Metasploit, OWASP, SQLmap, nmap, FileAudit Plus, Netwrix, Nessus, SentinelOne, Wazuh

**Data Applications/Technologies:**

NoSQL – CouchDB, PouchDB, IndexedDB, MongoDB, Firebase

RDBMS & Data Access-SQL Server, MySQL, MariaDB, Oracle, SQLite, PostgreSQL, ADO, ODBC, OLEDB, Data Lakes

Data historians/products: AspenTech Setcim, OSISoft PI, PI-ACE, PI-AF, PI Batch, PI Coresight, PI-PE, DataLink, PI Manual Logger, ProcessBook, PI WebParts, Totalizers

Big Data: Hadoop, Apache Cassandra

DBA related: database design, data management, migration, security, optimization, backup, high availability (HA), replication

**Data Insights / Analytics:** Data collection, data analysis, data visualization, data interpretation, decision-making, predictive analytics, diagnostic analytics, statistical process control (SPC)

**OT/Process Control:** SCADA, DCS, InFusion, Wonderware, Foxboro, PLCs, RSVIEW, HMI's

**IoT:** SmartThings, Sensors, IFTTT, Google Cloud IoT

**Networking:** WAN, PAN, LAN, VLAN, VXLAN, VPC, WIFI/MESH, UTM, ASA, Firewall's, Web Firewall's (WAF), Routers, Gateways, Switches, Hubs, Bridges, Access Points, Proxies, VPN, RADIUS, SFP, SIEM, IETF standards, IEEE standards, TCP/IP, UDP/TCP, DHCP, DNS, DNSSEC, PPTP, L2TP, IPSEC, IPS/IDS, ACLs, QoS, MPLS, SSH, STP, NTP, SNMP, RTSP, ARP, PoE, RIP, OSPF, BGP, EIGRP, VOIP, SIP, PSTN, FreePBX, Satellite Comm, Cellular Comm, Cabling (CAT3,5/e,6/a,7), IP Cameras, Network Design, Network Security, Networking Troubleshooting, Multi-Site Management, Network Optimization, Site Surveys, Software Defined Networking (SDN), Cisco Unified Comm Manager, Wireshark, Netscan, Ubiquiti, Sophos, Cisco, Meraki, Dell, WatchGuard

**Networking Tools:** inSSIDer, NetSpot, NetLimiter, PTRG, PuTTY, nmap, tcpdump, iPerf, Wireshark, Netscan, WinSCP, FileZilla, traceroute, nslookup, netstat, dig, curl, Mxtoolbox, Down detector

**Operating Systems/Servers:** Linux, macOS, Windows /Server, iOS, iPadOS, Android, ChromeOS, DOS, Raspberry PI OS

**Systems Administration:** Capacity planning, backup management, business continuity, disaster recovery, synchronization, patch management, systems monitoring, network attached storage (NAS), mobile device management (MDM), mobile app management (MAM), M365 admin, SharePoint, Unitrends, Veeam, SimpleMDM, Wandera / JAMF, InTune, Autopilot, ScaleFusion, IIS, Apache HTTP Server, NGINX, Tomcat, Active Directory (AD), Entra (AAD), Group Policies, SCCM, WSUS, Azure Update Mgr, Citrix, Hiren's, Documentation, FAQs, SOPs, End User Training

**Hardware:** Lifecycle management, computer build/repair, mobile devices, 3D printing, scanners, UPS, peripherals, A/V equipment

**Graphics Design:** GIMP, Photoshop, Illustrator, Paint.NET, InScape, Microangelo, Vectors, Layers, Icons, EXIF Data

**Software:** SaaS, Software evaluation, open source transformation, license management, adobe reader / pro, FoxIt, Nitro, Zoom, Microsoft Teams, Outlook, Word, Excel, PowerPoint, OneNote, Loop, Visio, Email productivity, Dropbox, Nextcloud, Libre Office, Google Suite, Dynamics, Salesforce, Tessitura CRM, SAP ERP, Jonas ERP, PeopleSoft, Epicor, Sage, Tax Prep, Caseware, Quickbooks, EZRentOut, Asset Tiger, Dayform (HCM), eCompliance, Site Docs, Sofvie (EHS), File Compression

**Design/Estimating:** UML, ERD, DFD, Visio, Draw.io, AutoCAD, Revit, SketchUp, Accubid, WinEst

**Reporting:** SharePoint, Business Objects, Crystal Reports, Power BI, SSRS, SAP MII, Pentaho

**Legislative Knowledge:** PIPEDA S.C. 2000, AODA S.O. 2005, Canada Labour Code R.S.C. 1985, MFIPPA R.S.O. 1990

## WORK EXPERIENCE

<b>Guardian Microsystems, <i>Technical Support Analyst</i></b>	<b>2023 - Jan 2025</b>
■ Provided 100% Remote Technical Support and Administration, On-Call, Product lead on enterprise endpoint detection & response (EDR)	
<b>Science North, <i>Senior IT Manager</i></b>	<b>Feb. 2022 - Oct. 2022</b>
■ Developed and implemented short and long term IT strategic plans, managed IT operations and user support	
<b>CFMWS, <i>Senior IT Manager/Project Director (Contract)</i></b>	<b>Feb. 2022 - Oct. 2022</b>
■ Acted in role as a project director for an enterprise backup solution and cloud migration of IT workloads	
<b>Sofvie Inc., <i>Product &amp; Service Supervisor</i></b>	<b>Sep. 2019 - Jul. 2020</b>
■ Managed direct reports in software development, DevOps, and tiered product support, acted as scrum master	
<b>TESC Contracting Company Ltd. &amp; SWSE Athletic Teams, <i>IT Manager</i></b>	<b>Nov. 2015 – Jul. 2019</b>
■ Managed comprehensive IT portfolio and IT projects with direct reports and 3rd party resources, Defined technology roadmaps and vision	
<b>Vale Canada Ltd., <i>IT Project Manager / Subject Matter Expert</i></b>	<b>May 2005 – Oct. 2015</b>
■ Performed in role of project manager managing all aspects of IT projects and served as a subject matter expert acting as a mentor	

## EDUCATION

<b>Georgian College</b> (Diploma, 3 Year Computer Programmer / Analyst w/ Honors)	<b>1999-2002</b>
<b>Lo-Ellen Park Secondary School</b> (Ontario Secondary School Diploma w/Honours)	<b>1994-1999</b>

## CERTIFICATIONS

Azure Fundamentals (AZ-900), CompTIA Network+, CompTIA Project+, CompTIA PenTest+, CompTIA Security+, Effective Leadership Development (LMI Canada), Certified Joint Health and Safety Member, Working at Heights