

DAN DESAULNIERS

Junior Network Administrator | IT Support Specialist

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PROFESSIONAL SUMMARY Hands-on IT professional and Network Administration student at New Brunswick Community College with over 30 years of practical technology experience. Founder of Hands Down Designs, providing IT support, network infrastructure solutions, and security-focused services to small businesses, nonprofit organizations, and residential clients. Currently building a strong foundation in IT operations with a long-term goal of specializing in cybersecurity.

KEY TECHNICAL SKILLS

- **IT Support:** Windows Desktop/Laptop Administration, Hardware Diagnostics, Microsoft 365 Support, System Recovery.
- **Networking:** Router/Switch/Firewall Configuration, VLANs & Segmentation, Mesh Wi-Fi, Cabling (Cat5/Cat6).
- **Security:** Malware Remediation, Incident Response, System Hardening, Backup Strategy (Local/Cloud), User Training.
- **Professional:** SOP Development, Technical Documentation, Vendor Management, Project Scoping.

PROFESSIONAL EXPERIENCE

Hands Down Designs | St. Andrews, NB *Founder / Junior Network Administrator* | 2020 – Present

- **Client Management:** Manage comprehensive IT support for over 20 recurring clients and numerous one-time projects across residential, non-profit, and small business sectors.
- **Infrastructure:** Configure and deploy routers, firewalls, and managed switches; build segmented networks to isolate guest and IoT traffic for improved security.
- **Security & Recovery:** Perform advanced malware remediation, system hardening, and disaster recovery; implement verified local and cloud backup strategies.
- **Documentation:** Create customized user guides, network maps, and standard operating procedures (SOPs) to ensure consistent long-term maintenance.

Sunbury Shores Arts & Nature Centre | St. Andrews, NB *IT Support / Network*

Administration | 2020 – Present

- **Infrastructure Migration:** Successfully migrated the organization from DSL to fiber connectivity using a point-to-point network bridge to overcome physical limitations.
- **Network Maintenance:** Provide continuous network maintenance, end-user support, and vendor coordination for critical business systems.

Saint Andrews Home Hardware | St. Andrews, NB *IT Support (Retail Environment)* | 2022 – Present

- **Branch Support:** Provide on-site troubleshooting for point-of-sale hardware, workstations, and network connectivity.
- **Vendor Liaison:** Act as the on-site technical contact ("Smart Hands") for central office IT teams to facilitate remote troubleshooting and hardware upgrades.

St. Stephen's University | St. Stephen, NB *IT Support (Contract)* | 2021 – 2023

- **Network Overhaul:** Rebuilt network infrastructure, including the deployment of VLAN-based segmented Wi-Fi for staff and students.
- **Physical Upgrades:** Executed a cabling upgrade from Cat5 to Cat6 and reorganized network closets for improved management and airflow.
- **Academic Support:** Assisted faculty and students with device connectivity, printing, and hardware upgrades during peak academic periods.

Charlotte County Cancer | St. Stephen, NB *IT Support* | 2022 – Present

- **Operations:** Ensure reliable workstation performance and software connectivity for administrative staff to support daily operations.

EDUCATION

Network Administration Diploma New Brunswick Community College (NBCC) | Expected Completion: 2027

CERTIFICATIONS

- **CompTIA A+ Core 1** (January 2026)
- **CompTIA IT Fundamentals (ITF+)** (May 2025)