

Jonathan Thoms

IT Consultant and Workflow Designer

Infrastructure, automation, honest KPIs

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Newfoundland and Labrador, Canada

CORE SKILLS

Infrastructure and security

Windows Server, AD and Entra ID hybrid, Group Policy, firewalls, VLAN segmentation, secure remote access, endpoint protection, backup and hardening.

Microsoft 365

Tenant admin and licensing, SharePoint structure and permissions, Teams governance.

Automation and data

Power Automate, PowerShell, Python (pandas), CSV and Excel pipelines, KPI reporting.

Virtualization and self-hosted

Proxmox, Nextcloud, Jellyfin, Tailscale, Cloudflare Tunnels.

Process and delivery

Workflow mapping, decision-gate flowcharts, documentation, vendor evaluation and contract review.

TOOLS

- Palo Alto PA-440
- SharePoint Online and Power Automate
- ScreenConnect and SentinelOne

SELECTED PROJECTS

- **Kilmory Resort wireless diagnostics:** topology documentation and practical upgrade path.
- **SharePoint ticketing:** email ingestion, ticket numbering, SLAs and notifications.
- **Automated reporting:** scheduled Python/pandas and PowerShell jobs producing daily and monthly reports.

EDUCATION

B.Eng., Mechanical Engineering

PROFILE

Hands-on IT consultant and former IT Coordinator for a remote mining operation. I untangle messy environments, map how work actually gets done, and deliver supportable infrastructure and automation that teams can own.

EXPERIENCE

Independent Consultant | Keel Systems (Freelance)

Newfoundland and Labrador, Canada (Hybrid) | Oct 2025 - Present

- Map workflows and responsibilities into decision-gate flowcharts and documentation that match reality.
- Design and implement lightweight stacks using Microsoft 365, SharePoint and Power Automate; bring in virtualization and self-hosted patterns when appropriate.
- Deliver practical network assessments and recommendations, and handle domain/DNS and small-business web presence setup.

IT Coordinator | Canada Fluorspar Inc.

St. Lawrence, Newfoundland and Labrador | Nov 2024 - Nov 2025

- Led IT operations for ~60 endpoints and 8 servers (AD and Entra ID hybrid, ERP RDSH, SQL and management workloads).
- Rebuilt the vendor landscape: replaced an underperforming MSP, selected an LMS platform, and evaluated cloud models for ERP.
- Upgraded perimeter security with Palo Alto firewalls and improved segmentation and secure remote access; contributed to recovery and hardening after an Akira ransomware incident.
- Built SharePoint and Power Automate solutions for ticketing and purchasing (email ingestion, approvals and targeted notifications).
- Automated reporting from raw exports using Python (pandas) and PowerShell with scheduled orchestration, turning daily processes into repeatable reports.

IT Technician | Canada Fluorspar Inc.

St. Lawrence, Newfoundland and Labrador | Jul 2024 - Nov 2024

- Produced the first up-to-date site network diagram by physically tracing and documenting connections.
- Supported users across hardware, printers/scanners and line-of-business applications; coordinated with external providers during transition.

Earlier Engineering and Operations | Canada Fluorspar Inc.

St. Lawrence, NL | 2017 - 2024

QA/QC Civil Inspector, Junior Project Engineer, Junior Mine Engineer, Mobile Maintenance Planner. Built and reported KPIs, maintained disciplined documentation, and worked safely under real operational constraints.

ADDITIONAL EXPERIENCE

Network Technician | Bell Aliant (Sep 2013 - Jan 2014): supported DSL and POTS provisioning and basic connectivity troubleshooting.

Student Project Engineer | Pennecon Energy M&M; Engineering (2014 - 2015): assisted with estimating, scheduling and documentation on industrial projects.