

James Hanlon

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SKILL HIGHLIGHTS

- Autodidactic lifelong learner, quick to pick up new skills with a love for diving deeply into technologies that will streamline processes and enhance efficiency.
 - Strong communication skills, with years of experience working in distributed teams in a remote environment.
 - Experience creating technical documentation and guides.
 - Skilled at troubleshooting and researching tenaciously when a problem presents itself until a satisfactory solution is acquired.
 - Experienced in client requirement analysis to create optimal technical solutions based on stated needs.
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WORK EXPERIENCE

IT Analyst, High Performance Computing and Science Storage Support | *Agriculture and Agri-Food Canada* | June 2024 – Present

- Supported scientists and researchers in the creation of pipelines and environments in a secure private cloud.
- Researched and implemented tools and technologies for transferring large quantities of secure scientific data between research and development centers across the country resulting in a tenfold increase in throughput.
- Assisted in the creation of documentation for tools and procedures related to the administration of the private cloud.
- Coordinated with stakeholders and supporting teams through DevSecOps and Project Management platforms to ensure timelines were adhered to and downtime was minimised.

IT-02 Support Analyst | *Agriculture and Agri-Food Canada* | January 2017 – May 2024

- 7+ years of IT experience in a large-scale enterprise environment supporting thousands of clients across Canada.

- Managed and assigned IT tickets in a large multidisciplinary team environment including ticketing software training and process automation.
 - Created and updated technical documentation for IT processes and procedures.
 - Administered Active Directory and EntraID identity and access management in adherence to industry-best practices for the principle of least privilege, endpoint management and data access control.
 - Managed comprehensive software and hardware troubleshooting, repairs, and upgrades for on-site and remote clients.
 - Live conferencing support providing technical assistance in setting up and executing meetings, events, and town halls including simultaneous interpretation.
 - Ongoing robust support for Exchange email systems in an enterprise environment.
 - Executed several large software and system migration projects for a user base of over four thousand employees.
 - Provided white glove IT service to Priority Support clients, with a focus on client satisfaction and resolution time.
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EDUCATION

Computer Systems Technician Diploma | *Algonquin College, Ottawa* | 2015-2018

Computer Science for Programming | *Redeemer University College, Ancaster* | 2012-2013

- One year of post-secondary education in computer programming.

Basic Certificate of Christian Humanities | *Our Lady Seat of Wisdom Academy, Barry's Bay* | 2010-2012

ADDITIONAL INFORMATION

- Level 2 Secret clearance valid through 2030
- ITIL Foundational Certificate in IT Service Management
- Professional development courses completed:
 - PME1: Introduction to Managing Projects
 - Docker and Kubernetes Fundamentals
 - Time Management Essentials Training