Jonas Andresen

jonascsandresen@gmail.com – 780.655.9086 – Edmonton, AB

IT Professional with 10 years of IT administration experience in small-medium businesses to large corporate infrastructures
Focus on Windows server management and client deployment through automation and scripting

SKILLS

Cloud	Server	Clients	Deployment	Monitoring	Automation
Azure AD,	Win 2016+	Windows 10/11	PDQInventory	AbnormalSecurity	PowerAutomate
Microsoft 365	VMWare	Azure VD	& Deploy	Crowdstrike Falcon	PowerShell

WORK

CCI Inc   **September 2017 – Present**
IT System Administrator   Edmonton, AB

Responsibilities:
- Provided exceptional technical support to end-users in a dynamic Oil and Gas engineering consulting environment. Collaborated in a two-person IT team, with my IT manager based in Cochrane, AB, to support seven offices across North America, as well as remote users in Europe.
- Implemented and maintained advanced security measures for North American Microsoft Office 365 tenants, proactively monitoring network activity and email traffic to minimize the risk of data breaches.
- Proactively monitored network activity and email traffic to detect and respond to security incidents, reducing the risk of data breaches and ensuring uninterrupted business operations through Crowdstrike Falcon and Abnormal Security
- Collaborate with department heads to determine the optimal course of action for the company, and implement strategic updates to minimize productivity interruptions and increase efficiency across the organization, leveraging strong analytical and problem-solving skills.
- Managed the installation of hardware in multiple north and central Alberta offices, working independently to ensure successful completion within tight timelines

Key Achievements:
- Successfully managed a 130% increase in end-users by implementing scalable solutions and automated deployments during the company's acquisition of multiple firms, ensuring minimal disruption to business operations.
- Strategically planned and executed the migration from G Suite to Office 365 for multiple companies, simplifying the IT infrastructure and generating substantial cost savings while providing users with access to essential tools within the Office 365 suite.
- Proactively developed a comprehensive onboarding/offboarding process for the entire company, implementing a notification and collaboration system to ensure all supporting departments receive necessary information in a timely manner. This initiative streamlined the process, saving the company valuable time and resources during high turnover periods.
- Successfully implemented secure and efficient remote work procedures for all users, leveraging technologies such as Azure AD MFA, Microsoft Teams, and Cisco Meraki client VPN, while ensuring uninterrupted productivity and collaboration.

Superior Safety Codes Inc   **May 2016 – August 2017**

System Administrator   Edmonton, AB

- Served as the sole IT staff in the company after the part-time manager left in Dec 2016
- Worked with limited budget, supporting 60 users across five different offices in Alberta
- Worked with the consulting team to identify and implement industry standards for the company

Lindab A/S   **July 2012 – August 2015**

IT-Supporter   Haderslev, Denmark

- Worked in a multi-international company with global presence as part of the Danish division with the IT manager and system administrator. Daily collaboration with the international service desk as level 2 member
- Participated in vendor conferences around Europe including privately held Dell presentations with the global service desk management to see future server and client hardware and planned questions to align the Danish divisions deployment with future expectations
- Worked with Denmark's largest VOIP and cellphone provider to implement and maintain constant data connections from all cellphones and laptop that routed back to the main office through DirectAccess VPN

EDUCATION

Northern Alberta Institute of Technology

Bachelor of Applied Information Systems Technology, Network Management   Edmonton, AB

Courses: Server Infrastructure, Enterprise Security, Ethical Hacking, Leadership & Professional Development

EUC Syd

IT Supporter – Data and Communication Associate Degree   Denmark, Europe

Courses : Basic TCP/IP networking, Server AD, DNS, DHCP server roles, Basic SQL server management

Worked with the school IT department to prepare the Data and Communication branch of computers as Co-op during classes