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Curriculum Vitae

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I have been working in as an IT professional for over 12 years with more than two Years of Sys Admin experience. I have great interpersonal skills and a strong technical ability. I am always looking for opportunities to improve my skillset for the benefit of my employer and myself. I am resourceful and motivated by the day to day challenges of working in the IT world.

Employment history

System Administrator – Marine Press of Canada (June 2014 to Present)

Skillset: Windows server 2012/2008, AD DS, VMware Administration, AntiVirus management, Veeam Availability, Windows 10/8/7/legacy, MS Office, email management, Inventory, Licensing, GADS, Decommissioning, hardware, imaging, other.

- **Windows server administration**, tasks include maintaining uptime and managing a patching/maintenance schedule.
- **Active Directory Domain Services**, I provision accounts for new users, design and implement GPO as required such as setting up the Windows Time service, propagating mapped drives and shortcuts and automated software installation and configuration.
- **VMware Administration**, provision new virtual machines as required by production and development environments. Both Servers and Workstations. Managing the datastores, balancing the load of machines on each host and cluster.
- **AntiVirus management**, using Symantec .cloud and ESET file security software to secure the workstation and server environments. Monitor the reports and take action as necessary to prevent security issues. Consult with staff and teach them how to spot email attacks.
- **Veeam Availability Suite**, create and monitor backup jobs, restore files or machines as required from backup.
- **Windows 10, 8, 7 and legacy**, support the workforce in their daily tasks resolving issues where they arise, offer basic training on OS usage. Deployment, maintenance and upgrades of OS.
- **MS Office**, provide support to users of Office with tasks from basic training to fixing corrupted documents.
- **Email management**, manage Rackspace cloud email service, manage Zimbra ZCS server, Set up custom email priority system within Zimbra mail server, Distribution list management.
- **Inventory**, implemented and configured Spiceworks to perform asset monitoring, involving configuration changes in Active Directory. This provided internal threat detection complimentary to Symantec .cloud and ESET. Netwrix monitoring tools were used to provide extra visibility.
- **Licensing**, install and maintain a FlexLM license server for ArcGIS and FME. Manage access to online tools such as SmartSheet, LucidChart, TeamGantt, Trello.
- **Google Active Directory Sync**, setup GADS to provision Google for work accounts, troubleshoot and maintain the system as necessary.
- **Decommissioning**, migration away from old hardware. Validating the success of the migration with any concerned parties. Decommissioning of old hardware by data destruction with DBAN where necessary. Organize recycling of old hardware.
- **Hardware**, perform hardware upgrades on server hardware, upgrade/update workstations with new hardware, SSD migration

- **Imaging**, collaboratively created a new rental laptop product driven by imaging laptops using a Windows Deployment server.
- **Other**, other experience and skills, User interaction and advocacy, Skype manager, Support via Teamviewer, Powershell/Batch scripting, Customer service and follow-up, prioritise workload according to urgency, operate with autonomy or as part of a team, some Linux experience, some Mac experience.

Key contributions in this position: Assist in the planning phase of the migration from a 40 PC workgroup to an AD DS controlled Domain expanded to more than 65 workstations stations. Performing pre migration testing, completed the rollout, then post migration validation. Used powershell scripts for user import and configuration and USMT for profile migration. Ongoing responsibility for the AD DS and all underlying systems. Working autonomously or as part of a team, I am the one stop shop for all IT requests.

Customer IT support Technician – Marine Press of Canada (March 2009 - June 2014)

Skillset: Customer Service in software support, Windows 8/7/Vista/XP, Internal IT support, Problem solving, Documentation.

- **Customer service**, receiving support requests via email and telephone from crew aboard oceangoing vessels of many nationalities. Troubleshooting a wide variety of issues efficiently and accurately.
- **Windows**, troubleshoot and identify issues with all versions of windows affecting the performance of proprietary software, Adobe Reader and Internet Explorer
- **Internal IT support**, part time support of internal staff with IT related issues. File access, Printers configuration and maintenance, software configuration.
- **Problem solving**, using both my own knowledge and the resources available to identify and solve issues for both external requests and internal support.
- **Documentation**, I rewrote the help manual for our software, I rewrote the instructional drafts that are sent to customers, I created new support documentation and proof read company circulars and notifications.

Key Contributions in this position: Assist other technicians with hard to solve cases, be engaged in product improvement with fixes and suggestions, began to give the company a proper internal IT support experience and structure.

Field support and migration/installation technician – Dell Canada (for TEKsystems) (Nov 2008)

Skillset: Windows XP, User migration, Printer configuration, Orientation, Data Destruction

- **Windows XP**, install new XP machines, connect to network and printer resources
- **User migration**, migrate user data and settings to replacement PCs
- **Orientation**, provide onsite basic training and support for users in easy to understand language new to Windows XP

- **Data Destruction**, decommission old PCs, destroy data and document.

Key Contributions in this position: Work autonomously and ensure the migration is completed on time.

Field support and remote QA technician – Domtar Canada (for TEKsystems) (Sept 2008 – Nov 2008)

Skillset: Remote QA, troubleshooting, Remote Desktop.

- **Remote QA**, connect remotely via RDP to validate PC connectivity to new domain.
- **Troubleshooting**, amending configuration of DNS/WINS and Outlook as necessary.
- **Remote Desktop**, using rdp to install McAfee antivirus, Cisco VPN client.

Key Contributions in this position: Work well within a medium sized team, achieve daily targets.

Field support and domain migration technician – Stanley Technical Services (for TEKsystems) (June 2008 – July 2008)

Skillset: Windows XP/2K, user migration, user support, imaging

- **Windows**, work within Windows XP/2k pre/post migration both locally and via Dameware to validate migration success.
- **User migration**, prepare users and their data for migration, using ForensIT profile wizard.
- **User support**, provide post migration support for users new to Windows XP in easy to understand language.
- **Imaging**, deployment of the Windows XP image via Norton Ghost.

Key Contributions in this position: Work well within a small team.

IT Support and migration technician – Rolls Royce Canada (for EDS Canada) (Oct 2007- May 2008)

Skillset: Windows 2k/XP, user migration, PC refresh, software installation, AD/SMS, support, user training,

- **Windows 2k/XP**, working within and supporting a 2k/XP environment
- **User migration**, migrate user profiles from 2K OS to XP using MS USMT, Ontrack and RDP.
- **PC refresh**, deployment of new hardware, collection and cataloging of old hardware, data destruction and recycling of old hardware.
- **Software installation**, install and configure MS Office, Cisco VPN Client and Juniper Odyssey client to locally set policy.
- **AD/SMS**, basic usage of Active Directory and System Management server
- **User training**, post refresh orientation and training for users of varying nationalities, skill levels and management level.

Key Contributions in this position: Effective team member in a fast paced environment.

IT Technician – CCSI/Air Canada (for TEKsystems) (Feb 2007 – March 2007)

Skillset: Printer installation, documentation.

- **Printer installation**, install new print server hardware and printers, connect users to the new printers via software installation and configuration.
- **Documentation**, keep records of asset tags and work progress.

Key Contributions in this position: Work well within a small diverse team.

IT support technician – School of Crystallography, Birkbeck College (Dec 2004 – Dec 2005)

Skillset: Windows XP/2K/98/95, hardware, health and safety assessment of workstations, liaison.

- **Windows**, troubleshooting and maintenance of all current operating systems to ensure security and functionality.
- **Hardware**, install new hardware in workstations, build working PCs from remnants of old PCs.
- **Health and Safety**, help users assess their own workstations to protect from RSI and other PC use related injury.
- **Liaison**, organising communication between external suppliers and internal departments for technical support and purchasing requirements.

Key Contributions in this position: Provide desk side IT support service to academics, students and management level staff.

X-ray Laboratory technician and manager – School of Crystallography, Birkbeck college (Mar 2002 – Dec 2005)

Skillset: X-ray generators, image plates, safety enclosures, planning, liaison

- **X-ray generators**, maintenance and calibration of two X-ray generators in the University laboratory including all of the ancillary machines and services.
- **Image plates**, maintenance and calibration of X-ray collection image plates.
- **Safety enclosures**, validate safety enclosures and devices are operating within acceptable parameters, keep records to demonstrate compliance.
- **Planning**, plan removal of old X-ray generator to be replaced by new, organised street closure for crane delivery. Ensure that all appropriate services are in place for the new generator.
- **Liaison**, manage the relationships between academics, site services, contractors and management from diverse backgrounds.

Key Contributions in this position: Work autonomously, keeping the demands of many different types of user balanced and satisfied.

Production supervisor – Oxford Cryosystems (Sept 1993 – Mar 2002)

Skillset: Supervision, Quality Assurance, Meeting deadlines, Electronic assembly, Engagement in production planning.

- **Supervision**, manage the work of two co workers to ensure team efficiency and effectiveness and be responsible for everything from goods inwards to final packaging and shipment of finished products.
- **QA**, ensure that all products leaving the building are up to the highest standards and calibration and maintenance records are kept up to date.
- **Deadlines**, make sure that production targets are met and shipments leave on time.
- **Electronic assembly**, assemble a variety of products from PCB population, wiring, anti static work and light machining.
- **Engagement**, be actively involved in how to make the production process more efficient.

Key Contributions in this position: Keeping a small team running efficiently producing a high quality, very high tolerance product line.

Other information

Getting properly into the IT world as a System Administrator changed my perspective, it is more than a job for me. I enjoy the challenge of managing the hardware, software and the people who use it. With so many variables it can never be dull. There is always something new to learn and discover.

I've been fascinated by computing in general for a long time, from when I used to organize and attend LAN gatherings for gaming, building shared internet connections for friends, supporting the same friends with hardware upgrades and advice.

Recent projects I have taken at home include a water-cooled PC, an extensively case modded PC and an Ubuntu server running a Plex media server.

Also, I enjoy snowboarding, paddle boarding, cycling and family time!

References

Available upon request.