



# IAN DAVENPORT

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## HIGHLIGHTS OF QUALIFICATION

- ✓ 5+ years Enterprise Level 1/2/3 technical support and administration
- ✓ Network+, CCNA R&S, intermediate Linux knowledge
- ✓ Strong communication and team-oriented skills
- ✓ Proficient in English and French

## TECHNICAL SKILLS/EXPERIENCE

### Microsoft

- ✓ Active Directory, Exchange (on-prem and EAC), Server 2012/2016/2019, SCCM, Office, Windows 7/8/10, Skype for Business, BitLocker, Sharepoint, OneNote, Azure, M365, Teams

### Cisco

- ✓ IOS switch/router configuration/troubleshooting, Meraki, Call Manager, Unity, Finesse, Jabber, WebEx, hardware, all basic networking protocols

### Development/Language/OS

- ✓ SQL, HTML, C++, CSS, Linux (Mint/Ubuntu), Mac OS, Wordpress

### Server/Administration

- ✓ Windows, RDS, IIS, Apache, Samba, OpenSSH, OpenVPN, Connectwise, Druva, VEAM, ShadowProtect, CloudFlare, Ubiquiti

### Security, Remote Management and MDM

- ✓ Sophos Suite, Webroot, McAfee ePO, RSA SecurID, Digipass, Duo, TeamViewer, VNC Viewer, Dameware, Goverlan, BES, MobileIron

### Other Apps/Technologies

- ✓ Jira, Eclipse, ServiceNow, Fidessa, Thomson One, Dataphile, Opentext DM, LiveLink, Enterprise Vault, Oneir, Slack, ITG, Sonicwall

## RELEVANT CERTIFICATIONS

ITIL, Network+, CCENT, CCNA R&S

## PROFESSIONAL EXPERIENCE

### *Nucleus Networks*

### **Support Specialist**

2019-ongoing

- ✓ Key technologies: Windows Server 2012/2016/2019 (various roles), Hyper-V/VMWare, Powershell, Cisco IOS, Meraki, AD, Ubiquiti, Webroot/McAfee AV, Druva/VEAM/ShadowProtect, Exchange/Office365 Suite, Azure, Connectwise Suite, SQL Management Studio, 50+ industry-specific apps (based on client)
- ✓ Full systems/network administration (Tier 3 support)
- ✓ MSP with around 80+ clients each with their own customized server/network; responsible for managing end-to-end for most clients

### *Baker McKenzie LLP.*

### **Desktop Support Analyst, Technical Services**

Oct 2017-2019

- ✓ Key technologies: AD, Exchange, DMS, Windows Server, Mobile devices, Mac OS, Cisco CM/Jabber (VOIP), MDMs, MFA, Sophos Encryption, SCCM, Sharepoint, Office Suite, Crestron AV, Bluejeans, Lync (IM), Pulse VPN, GoverLAN, popular legal/security/docketing apps
- ✓ Tier 2 local support, focus on VIPs and company executives
- ✓ System/software/server administration and maintenance of local hardware

### *Raymond James Ltd.*

### **Technical Associate**

Apr 2015-Oct 2017

- ✓ Key technologies: AD, Exchange, MDMs, Cisco CM/Unity/IP Communicator, Windows, Office, iOS/Android devices, SCCM, ServiceNow, Sophos, MFA, Bitlocker, Pulse VPN, TeamViewer, SFB, popular financial and CRM apps
- ✓ Bilingual Level 1 and 2 hardware and software support via phone, email, and

deskside visits for all ~900 employees (100+ offices)

- ✓ Non-helpdesk roles include: rollovers, PC assembly and setup, assisting network/system admins with projects (network devices: routers, switches), inventory management

*Brainhunter*

**Junior Analyst, Technical Services**

Oct 2014-Mar 2015

- ✓ Bilingual technical support for proprietary web application TalentFlow, E-Merge, BH Portal, and CareerSite applications
- ✓ Responsible for resolution of all application-related inquiries made from Internal employees, end users (job seekers), recruiters, and supervisors
- ✓ Work with development to design and deploy new IT products and updates, and test for Quality Assurance

*The Carlton Group*

**GRS Order Processing Coordinator**

2014-May

- ✓ Bilingual Tier 1 & 2 Support for all order inquiries
- ✓ Responsible for processing and procurement of all Canadian orders using PHP-based database GRS from order checkout to receipt
- ✓ Review and monitor progression of on average 30000 orders per month, shipping to over 40 different countries
- ✓ Maintain and develop relations with over 15 different suppliers

*The Carlton Group*

**Technical Support and Customer Service**

2012-2014

- ✓ Bilingual (French and English) Customer Service and Technical Support Representative at a global employee incentives IT firm
- ✓ Average of 50 calls per day, 30 email inquiries requiring full resolution
- ✓ Direct contact with program members via incoming calls and email
- ✓ Consistently Top Performer in whole department, resolving the most calls and the highest number of email inquiries

## **EDUCATION**

2014-2015	Seneca College, Faculty of Continuing Studies Computer Programming and Analysis (CPA)
2006-2011	University of Toronto BSc, Majoring in French and Biology
Summer 2010	University of Québec in Chicoutimi 2-month Language Arts program
Jan—Apr 2006	Provo Missionary Training Center Missionary Training Program in Provo, UT (Religion)

## **REFERENCES**

Scott McLean  
Help Desk Manager at Raymond James Ltd.  
(604) 659-8000

Anand Babu  
IT Manager at Brainhunter  
(416) 225-9900

*Additional references available upon request.*