



IT OPERATIONS MANAGER | IT SERVICE DELIVERY | INFRASTRUCTURE

IT operations and infrastructure leader with 15+ years leading multi-site environments across hospitality, industrial, and public-sector organizations. Proven track record stabilizing complex environments, driving infrastructure modernization, and delivering secure, reliable IT operations across distributed and hybrid cloud environments.

Known for transforming legacy systems into modern, scalable platforms while strengthening cybersecurity, service delivery, and operational resilience. Combines leadership, governance, and hands-on technical execution to ensure performance, continuity, and alignment with business priorities.

CORE COMPETENCIES

- **IT OPERATIONS & SERVICE DELIVERY:** Multi-site operations, service reliability, incident escalation, and ownership of infrastructure and business systems across 24/7 environments.
- **INFRASTRUCTURE, CLOUD & PLATFORMS:** Microsoft 365, Azure, AWS, Windows Server, VMware, Hyper-V, Nutanix, and hybrid/cloud infrastructure lifecycle management.
- **NETWORKING, SECURITY & RESILIENCE:** Cisco/Meraki, firewalls, VLAN design, MFA, backup/DR, endpoint protection, Zero Trust, and cybersecurity operations.
- **LEADERSHIP, GOVERNANCE & VENDOR ECOSYSTEMS:** Cross-functional leadership across multi-vendor environments, coordinating IT services, OT edge/sensing systems, and ERP application providers to ensure delivery alignment, risk control, and operational performance.
- **PROJECT & PROGRAM DELIVERY:** Structured execution of infrastructure and modernization initiatives including planning, sequencing, dependency tracking, and multi-stream coordination across distributed environments.
- **PROCESS IMPROVEMENT & OPERATIONAL EXCELLENCE:** Workflow optimization, documentation standards, and delivery discipline aligned with Lean / Six Sigma environments and continuous improvement practices.
- **ENTERPRISE, INDUSTRIAL & ERP ENVIRONMENTS:** Experience across manufacturing, hospitality, and public-sector environments, including Microsoft Dynamics Business Central alignment, OT-integrated systems, and ERP-ready process environments.

PROFESSIONAL EXPERIENCE

IT Operations Manager, Infrastructure & Delivery (Contract) | Client Engagement - Robert Half Technology

"Manufacturing Client" Hybrid

Edmonton, AB | 08.2025 – 06.2026

- Led IT operations and infrastructure delivery across a distributed manufacturing environment spanning Edmonton, Texas, and Mexico.
- Acted as the central coordination point across a segmented multi-vendor ecosystem, aligning IT infrastructure, OT edge and sensing systems (BJM Controls), and Microsoft Dynamics Business Central support (JoeSoftware) within a unified delivery framework.
- Managed cross-functional technical teams and service providers across cloud (Azure, Microsoft 365, AWS), identity, backup/DR, and infrastructure services within a multi-provider operating model.
- Coordinated and executed infrastructure and service delivery initiatives aligned with business priorities, integrating site-level operations, OT systems, and enterprise applications across multiple locations.
- Drove execution visibility, issue resolution, and stakeholder alignment across concurrent initiatives, ensuring structured communication, dependency tracking, and coordinated delivery across vendors and workstreams.
- Improved delivery efficiency, coordination discipline, and operational consistency across multi-vendor IT, OT, and ERP environments, reducing delivery friction and strengthening execution reliability across distributed sites.

Manager, Information & Technology | Tigh-Na-Mara Seaside Resort & Spa

“Hospitality”

On-Site

Parksville, Vancouver Island, BC | 2021 – 2025

- Hired during the COVID-19 period to stabilize IT operations and lead modernization across infrastructure, cybersecurity, business systems, and guest-facing technology within a 25-acre, 193-room resort environment supported by a \$1.2M budget and team of six.
- Spearheaded a multi-year IT modernization roadmap spanning network infrastructure, cybersecurity, business continuity, and enterprise systems, aligning capital planning with business priorities.
- Delivered and executed major infrastructure programs including a \$500K resort-wide Wi-Fi/fiber initiative and a \$130K phone-system modernization supporting admin offices and 192 rooms.
- Managed a large-scale production environment including servers and VMs (Nutanix), 125 PCs, telephony, surveillance, Microsoft 365, MFA, VPNs, PMS, POS, and resort-wide connectivity.
- Strengthened operational reliability, cybersecurity posture, and service consistency across resort-wide systems through structured modernization, governance, and service delivery improvements.
- Maintained hands-on involvement in critical issue resolution, escalation support, and operational troubleshooting across infrastructure and service environments.

Senior IT Consultant | SHEMA Logistics & Leveraged Communications *Canada & International* | 2010 – 2021

Delivered IT solutions across leadership and consulting roles, supporting infrastructure modernization, cybersecurity improvements, and cloud transformation across multi-site and operational environments, including industrial deployments at Frontier Power Products.

Client: Frontier Power Products

“Industrial”

Vancouver, Edmonton, Calgary, Winnipeg | 2018 – 2021

➤ *Project Manager — Process & Production (2019–2021)*

- Managed industrial infrastructure and process-delivery work in a portfolio valued at \$3M+, coordinating engineering, operations, suppliers, and customers across schedule, budget, risk, progress tracking, and formal document-control requirements.
- Supported a 1.5 MW genset integration initiative in a compliance-heavy industrial environment, maintaining stakeholder alignment and SDRL compliance across technical, customer, and delivery requirements.
- Applied structured project delivery controls including WBS alignment, documentation control (SDRL), FAT punch-list coordination, and change management within a contract-driven industrial environment.
- Led project administration disciplines including planning and scheduling, expense and billing tracking, submittal packages, change-order management, progress reporting, invoice preparation, and structured communication with vendors, customers, sales, and engineering teams.
- Contributed to cross-functional process improvement and accountability by pushing structured workflows, schedule discipline, communication standards, and lessons-learned practices across internal and external projects.

➤ *IT Project Lead — Infrastructure Upgrade & ERP Readiness (2018–2019)*

- Upgraded domain controllers and service servers, modernized branch-to-branch network components on fiber, updated firewall and domain policies, and became first response when major network or security conflicts arose.
- Implemented company-wide MFA, supported technician laptop standardization and profile migrations, and contributed components to a new SharePoint intranet and related internal systems improvements.
- Contributed to ERP-readiness and process-refinement work by helping shape structured internal workflows, including Pre-BOM / branding process development, cross-department data gathering, SharePoint-enabled process support, and “department process → new ERP ready” planning.
- Strengthened cross-functional delivery performance by improving workflow structure, communication standards, and coordination across engineering, operations, and vendor teams.

Client: United Nations & International Assignments

| 2012 – 2021

UN-SPIDER, KP & Infrastructure Transformation *“Public/NGO Sector”* (*Remote, Bonn Germany*) | 2018-2021

- Designed and led scalable cloud architecture initiatives for a scientific / information platform, completed a full-system audit, and introduced DevOps-aligned practices that reduced deployment errors by 25%.
- Led modernization cycles for a global disaster-management portal over multiple contracts, improving uptime, workflows, and system reliability for distributed users.

United Nations, ERP Modernization “Public/NGO Sector” ([Remote](#), New York, US) | 2017 – 2018

- Supported a \$10M+ ERP modernization initiative, assessing integration requirements across two office environments (portals, email, and locally hosted services) and evaluating Microsoft 365 delivery models across IaaS, PaaS, and SaaS, contributing to disaster recovery planning and consultant oversight aligned with resilient, compliant service delivery.

Client: IRENA, IT Manager/Program Officer “Public/NGO Sector” ([On-Site](#), Bonn, Germany) | 2015 – 2017

- Managed and directed an office with an annual \$2.5M budget, translating stakeholder requirements into application and portal delivery, orchestrating deployments across development and production environments, and owning the transition from development into operational support and implementation.

Client: UNESCO, Projects, IT Consultant “Public/NGO Sector” ([On-Site](#), Bonn & South-East Asia) | 2012 – 2015

- Managed and implemented the infrastructure supporting two UNESCO conferences in Bonn, establishing and stabilizing network operations across conference halls and meeting rooms, extending office connectivity into event spaces, and owning reliable on-site delivery in a live, multi-location environment.

Earlier Experience

Senior IT Consultant — **Glenbriar Technologies** | Calgary, AB

- Delivered Microsoft-focused consulting for Alberta mid-market clients, including secure networks, virtualized environments, and SMB modernization work.

Level-3 Support – **Best Buy Corp. / Accenture** | Calgary, AB & Minneapolis, MN

- Built secure SMB networks and provided onsite support in Calgary, then delivered Level 3 support and system-upgrade work for Best Buy’s broader retail-store network.

TECHNICAL EXPERTISE

- **Enterprise Operations:** Hybrid/cloud operations • Asset lifecycle • Vendor & budget oversight • Escalation support
 - Documentation
- **Cloud & Platforms:** Microsoft 365 • Azure • AWS • Windows Server • Azure AD / Entra ID • VMware • Hyper-V • Nutanix.
- **Network & Security:** Cisco • Meraki • firewalls • VLANs • MFA • Zero Trust Direction • Barracuda • Backup/DR,
 - Endpoint Hardening • Cyber Security Awareness.
- **Identity / Endpoint:** Identity governance • Intune / Endpoint Manager • Policy Controls • Device Standardization,
 - Secure Enrollment • User Access Governance.
- **Collaboration / Systems:** SharePoint • Teams • SQL • ERP • PMS / POS-connected environments
 - Documentation workflows, and operational intranet rollout.
- **Unified Communications:** Mitel Telephony • Virtual SIP direction • Guest TV platforms • Resort-wide Communications
 - Entertainment Environments

EDUCATION

Master of Engineering Management

University of Minnesota, MN, United States

Bachelor of Electronics Engineering

University of Windsor, Ontario, Canada

CERTIFICATIONS

Microsoft: MCP, MCSE

Networking: CCNA – (Cisco)

PMP - Project Management Institute

UN-U Certifications: Project Management, 2015

UN-U Certification: Agile & ITIL Fundamentals, 2014

BCIT: Project Management OPMT-2510, (Quality & Risk Management), 2021