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Summary

Systems Support Administrator with 4 years of hands-on experience delivering Level 2 support in fast-paced VFX and law firm environments, supporting legal professionals and business-critical applications.

Strong Windows and Microsoft 365 administration skills: Entra ID (Azure AD), Exchange Online, security/MFA, enterprise apps/SSO, plus on-prem Active Directory, Group Policy, WSUS, and Windows 10/11 endpoint management. Experienced with user lifecycle and access administration: onboarding/offboarding, AD groups, mailbox access, NTFS/share permissions, file shares, and routine troubleshooting of Outlook, Teams, printer servers, and line-of-business apps.

Comfortable with core infrastructure and support operations: DNS/DHCP, VPN/remote support, patching/updates, server support, data recovery, and escalation to senior teams/vendors with clear ticket notes and documentation (SOPs).

Profound law firm technology experience, including document management systems (iManage, Worldox) and security tools (Mimecast, Sophos, KnowBe4); leverage PowerShell and Bash to automate repetitive tasks and produce reliable reporting.

Skills

- System Administration (Windows Server 2019/2022, SunOS, Linux)
- Storage & Directory Services (Isilon, ZFS, Windows File Servers/SMB shares, Active Directory & Azure AD, LDAP, NIS)
- Network & Security Management (DNS, DHCP, WSUS, Group Policy, Firewall, Proxy Server)
- Scripting & Automation (PowerShell, Bash, Puppet)
- License, Print/Fax & SFTP Management (RLM, Windows Print Server, RightFax, SFTP)
- Teamwork Commitment
- Solid problem solver
- Multitasking
- Excellent Customer Service Experience
- Ability to Work under Pressure

Experience

IT Specialist

08/2024 to Present

Watson Goepel LLP

Vancouver, BC / West Vancouver, BC

- Developed and deployed a scripted solution for transitioning from Worldox to iManage, automating the removal of Worldox components and installation of iManage per user during the firm-wide DMS migration.
- Implemented Litera Compare integration with the firm's iManage document management system, configuring and deploying it across user machines.
- Administered the on-premise RightFax server, including service monitoring and maintenance. Developed a custom script to automatically detect service failures and restart the affected components.
- Proposed and led the transition from static SOP documentation stored in Worldox to a centralized Joplin system of IT procedures across the firm.
- Implemented a multi-layered block of restricted websites across the firm by creating a forward lookup zone to block access by domain name and deploying Group Policy firewall rules targeting known IP ranges across Windows 10/11 desktops in relevant OUs.
- Managed Enterprise Applications in Microsoft Azure, configuring Single Sign-On (SSO) to allow users to access third-party applications using their Active Directory credentials. Also administered user-level multi-factor authentication (MFA), including setup, resets, and enforcement through Azure portal.
- Manage Windows updates through WSUS by approving updates for devices organized via Active Directory OUs.
- Deployed new Ricoh printers / added them to the print server with auto-update management for all users.
- Responsible for full onboarding and offboarding of employees, including creating user accounts in Active Directory through EntraSync to Microsoft 365 Admin Center.
- Provided day-to-day technical support for legal professionals including troubleshooting Outlook, iManage, Citrix, and printing issues.
- Logged incidents using internal ticketing system, prioritized urgent issues, and coordinated with vendors / senior IT when needed.
- Maintained end-user hardware and software across both on-site and remote environments.

Systems Support Administrator

07/2023 to 06/2024

Framestore

Vancouver, BC / Montreal Quebec

- Led the setup of the HP Anyware brokering system for Montreal and Vancouver as a key project.
- Deployed and managed SunOS and Linux storage systems, including Isilon and ZFS.
- Storage servers firmware updates.
- LDAP, NIS, and Active Directory, managing user accounts, groups, and access policies.
- Managed DNS configurations, updated DNS records, and added new servers to the network.
- Configured and maintained firewall rules for machines across different networks.
- Set up and managed proxy server rules for applications.
- Spinning up new Linux license servers (RLM floating licenses)
- Developed Bash scripts (cron jobs, auto monitoring/reporting, cleaning, and cross-server bi-directional data syncing.)
- Set up and maintained SFTP servers for secure file transfers between Framestore and clients.

Systems Support

08/2022 to 07/2023

Framestore

Vancouver, BC / Montreal Quebec

- Regularly communicated with users, using tools like Jira and Google Chat
- Prepared and deployed Windows systems (WKPG/WDMS using Ansible)
- Managing user accounts, permissions, and access controls.
- Provided end users with licenses for various applications(Adobe, Microsoft ...)
- Updated documentation using Confluence
- Collaborated with the L2 and L3 (eg: fq clients upgrades, network troubleshooting ...)

Student at VCC

05/2020 to 05/2022

Vancouver Community College

Vancouver, BC

Mastering system administration and coding skills at VCC.

- Linux and Windows Server administration,
- Scripting and automation (Bash, PowerShell),
- Virtualization technologies (VMware, Hyper-V),
- Monitoring and performance tuning tools (Nagios, Prometheus).
- Solid React JS (MERN) developer, Angular, Ruby, PHP .

Drug store Associate**02/2019 to 03/2020****Shoppers Drug Mart****West Vancouver, BC**

- Maximized customer satisfaction by assisting customers to complete purchases, locate items, and sign up for rewards programs.
- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency.
- Helped customers find specific products, answered questions, and offered advice.
- Troubleshoot and resolved issues with cash registers, card scanners, and printers.
- Drove sales and add-on purchases by promoting specific item options to customers.

Sales Representative**08/2018 to 02/2019****Telus Communications****Vancouver, BC**

- Visited customer locations and represented the company at industry events to demonstrate products.
- Established new customer accounts.
- Ensured effective customer communication to maintain customer satisfaction and loyalty.
- Negotiated and closed deals with minimal required support from sales and finance managers.
- Grew customer base by identifying needs and delivering relevant product solutions that achieve client budgets and schedules.
- Successfully established 57 new accounts in 2018
- Cross-sold additional products and services to purchasing customers.

Sales Trainer**12/2013 to 04/2017****Yota (trademark of Skartel LLC)****Krasnodar, KRD**

- Evaluated training programs to determine effectiveness and increase employee retention.
- Created and coordinated group training classes in alignment with company sales objectives.
- Developed and implemented sales protocols and training programs.
- Recruited, trained, and mentored all sales team members and offered continuous support for professional development.
- Trained current employees on additional job positions to maintain coverage of all roles at all times.
- Coached new team members on job tasks and performance strategies.

Senior Sales Representative**06/2012 to 12/2013****Yota (trademark of Skartel LLC)****Krasnodar, KRD**

- Ensured effective customer communication to maintain customer satisfaction and loyalty.
- Created and implemented store displays promoting sales and growth.
- Visited customer locations and represented the company at industry events to demonstrate products.
- Kept the showroom professional and neat at all times.
- Meet frequently with store managers to discuss product needs, accomplish sales goals, and facilitate sales growth.
- Evaluated competitors and performed market research.

Sales Specialist**06/2010 to 06/2012****Yota (trademark of Skartel LLC)****Krasnodar, KRD**

- Researched current and past business performance using online systems and available reports.
- Organized and located inventory and updated store spreadsheets.
- Arranged items in favorable positions and areas of the store for optimal sales.
- Printed various labels and tags for all merchandise.
- Conducted staff meetings with sales personnel to introduce new merchandise.
- Built effective relationships with each store to develop superior customer satisfaction.

Education and Training

Computer Systems Technology**Vancouver, BC Canada**

VCC Vancouver Community College
Computer Systems Technology
2022

Financial management**Krasnodar, KRD, Russia**

Kuban State University
Bachelor of business administration
2013