

Stuart Robichaud

IT Veteran specializing in supporting business computers

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Veteran Information Technology Professional skilled in Windows, Troubleshooting, Software, Networking, and Computer Hardware. Graduated from Eastern College specializing in Info Tech Support focused on Computer and Information Sciences and Support Services.

Work Experience

Service Desk Consultant

Tilray Brands - London, ON

August 2023 to Present

Onsite Contractor consulting on best practices and improving service desk ticketing workflow at local bottling plant

Assisting service ticket completion in underserved offices and remote work

Onsite IT Support Analyst

VC3 - London, ON

December 2022 to May 2023

On site tier 2 support analyst in a large IT team supporting modern Windows environment for major insurance companies throughout Canada.

Field Service Technician

MBI IT Services - London, ON

May 2022 to June 2022

6 week contract configuring and supporting ePoll Books for Elections Ontario 2022 provincial election.

Service Desk Analyst

London & Middlesex Community Housing - London, ON

October 2021 to November 2021

1 month contract to assist with service desk tickets while IT department transitions to new a IT team

- Advise IT manager of basic IT policies and procedures
- Basic Registration and Deployment of Apple iPhones for field staff using Corporate Apple MDM solution

Field Service Technician

MTI Global Services

March 2020 to July 2021

- Installation of large wall mount tv and related equipment in retail environment
- Troubleshooting A/V equipment

Network Administrator

NAL Insurance Inc - London, ON

January 2001 to March 2019

- Support & Maintain Microsoft network, 12 servers, 25 workstations (H/W, S/W)
- Implement & maintain specialized Linux servers, firewall, LAMP server, VOIP phone server
- User & system Configurations in Active Directory
- Maintain Backup Systems, offsite archival locations, and redundancy equipment
- Support & Training on all business software
- Documentation and software Licensing
- Additional duties include PBX administration (phone system, wiring and fax machines), Photocopier, specialized programming tasks where appropriate
- Executive level, white glove desktide support
- Implementation and Management of Blackberry Enterprise Server for use in remote deployment of mobile blackberry devices

PC Technician (part time)

Computers Canada Inc - London, ON

February 2003 to December 2003

- Supervise assembly of Personal Computers (15-25/day)
- Assembly of High-End custom Orders and server racks
- Supervise and perform maintenance and repair of customers' PCs
- Customer Service
- Maintain & Support Microsoft Network, 15 workstations, 3 servers

Freelance IT Consultant

Freelance - London, ON

April 2002 to February 2003

Technical Consultant

- Solution development for client IT problems
- Implementation of solutions based on time/cost constraints
- Day to day operation of business

Technical Consultant

LaserMax - London, ON

March 2001 to April 2002

- Solution development for client IT problems
- Software Development using Microsoft Access
- Implementation of solutions based on time/cost constraints

Senior Technician/Service Manager

Microcad Computer Corp - London, ON

September 1999 to March 2001

- Management of technical department
- Installation of wireless network and backup strategies
- Troubleshoot hardware and software problems for client warranties
- Maintenance of local and onsite networks including backups and virus scanning software

Education

Diploma in Information Technology in Support Specialist

Eastern College - Fredericton, NB

August 1998 to August 1999

No diploma in Computer Science

University of New Brunswick - Fredericton, NB

1995 to 1997

Skills

- Skills
- Very high degree of skill in general troubleshooting and problem solving
- Expert technical knowledge of networking & PC Hardware, and printers
- Expert technical knowledge of PC operating systems
- Expert technical knowledge of Windows server operating systems
- Expert technical knowledge of MS Exchange 2000/2003/2010/2013/365, IIS 4.0/5.0/6.0/7.0 (10+ years)
- Expert technical knowledge of standard TCP/IP protocols (DNS/WINS/DHCP/SMTP etc..)
- Extensive experience developing and documenting policies and procedures for IT system administration
- and industry best practices
- Keen awareness of security best practices, potential security holes, privacy issues.
- Extensive experience with firewall configuration, spam filtering, Internet filtering
- Extensive programming skills, primarily VB6 application development, windows scripting and batch processes to automate administrative tasks
- Excellent communication skills, team player, always willing to help wherever needed
- I take a hands on approach to my tasks; I enjoy figuring things out and inventing elegant solutions to daily business problems.
- Cabling
- Equipment Repair
- Field Service
- Service Technician Experience
- Troubleshooting
- Help Desk
- Computer Networking
- Desktop Support
- Network Support
- LAN
- Active Directory
- Citrix

- SQL
- Disaster Recovery
- Network Administration
- VoIP
- Technical Support
- Shell Scripting
- Remote Access Software
- Azure
- Intune (2 years)

Languages

- English - Advanced

Certifications and Licenses

CompTIA A+

September 1999 to Present

Microsoft Certified Solutions Expert (MCSE)

September 1999 to January 2006

Microsoft Azure Administrator Associate (AZ104)

April 2023 to April 2024

Manage Azure identities and governance; implement and manage storage; deploy and manage Azure compute resources; implement and manage virtual networking; and monitor and maintain Azure resources.