

Wayne J. Reaume, ITIL

Phone 819-431-2468
wayner@digialt.com
www.what2no.ca

Security Clearance
CDN Govt.
Secret (active)
Expires: 2030



Key skills

- Cloud (O365, IAAS, SAAS, Azure)
- Fortigate NSE4 security certified
- ITIL certified
- IBM SAN certified
- WAN / LAN design & architecture
- Network admin, troubleshooting & support
- Mobile setup & support
- Security planning & testing
- Deployment & implementation
- Web development

OBJECTIVE (IT Infrastructure specialist)

Seeking contractual engagements with focus on operations responsibilities applying proven skills & knowledge towards a stable technology infrastructure to support business goals.

PROFESSIONAL PROFILE

IT Infrastructure, operations, networking, & systems specialist with 25+ years experience. Highly skilled with Microsoft Windows Server, virtualization, Active directory, routers, firewalls, & other networking technologies. Excellent project management and communication skills with the ability to analyze complex situations, plan & prioritize requirements, & direct responsive action.

QUALIFICATION SUMMARY

- Azure 104 – in progress, completion for 2022.
- Fortigate NSE4 security certified, 2018.
- Large project management experience on major engagements with proven ability to deliver tangible results.
- Proven & experienced Network & Ops design, support & administration experience.
- Excellent business analysis skills & strong knowledge of IT related TCO (Total Cost of Ownership).
- Enterprise-class service delivery experience re: extensive incident mgmt, troubleshooting, analysis, root cause identification, & problem mgmt.

TECHNICAL EXPERTISE SUMMARY

▪ Networking & Active Directory WAN/LAN networks support, design & planning. Microsoft Server 2000-2019, Active directory, GPOs, DNS, Radius. Wireless Network management, admin & troubleshooting.	▪ Business Analysis & project management Accomplished Business analyst with extensive corporate & project management experience. Strong writing, analysis & verbal skills.
▪ Cloud / Message & collaboration On-prem Exchange 2000-2016, Sharepoint, O365, Desknow & Mercury mail experience. General VOIP system familiarity (Mitel, Cisco UCCX/call manager). Microsoft O356, Azure. Antispam gateways.	▪ Virtualization, Storage & backup ESX/Vmware, Simplivity, Hyperv experience. SAN admin/management: IBM, Hitachi. Veeam, Arcserve, Commvault, Netbackup, Arcserve, System backup & disaster recovery experience.
▪ Website creation & management Wordpress, FTP, programming, & content management experience, including CMS systems, PHP, ASP & MySQL.	▪ Deployment Microsoft MDT corporate image creation, configuration, integration & deployment experience. App deployment using Ncentral/Nable, Specops, SCCM, etc.
▪ Network security Fortigate, Cisco ASA, IronPort, security appliances, Netscaler, Web servers, Microsoft IIS & other Web servers. 2FA/MFA, Radius, VPN, Antivirus, Routers, firewalls, & IT Security practices.	▪ Software & hardware Setup & support experience with popular software suites, utilities, interface cards & computer platforms.
▪ SQL General SQL experience w/ Oracle (Opera hospitality suite), Microsoft SQL, SQL Studio, Mysql, etc.	▪ Incident management & operations Extensive major incident experience & familiarity w/ daily ticketing activities & various service desk systems & escalation processes. Daily, weekly, monthly, quarterly, & annual health & maintenance activity experience. Change management experience, RFCs, CR, & RCA experience.

SELECTED ACCOMPLISHMENTS

- Successful on-boarding of numerous new managed services accounts. Infrastructure analysis, transition planning, process mapping, systems diagramming and documentation, systems integration, reporting, security review, etc.
- Senior IT support role for successful managed services delivery to many 24x7x265 infrastructure environments. Including: all aspects of IT environment (i.e. major incidents, networking, server, virtualization, backup, SQL, VOIP, Internet, security, user, application, etc.).
- Numerous successful IT consulting engagements since 1990 (Digital Alternatives Group / www.digialt.com).
- Mobile technology project to enable improved communication for travelling executives at CEUDA (2006).
- Website & email migration from 3rd-party hosting to internal location (Capital Vocational Specialists (2005).
- Project manager enterprise-wide server/storage consolidation initiative at Canadian Heritage (2000).
- CIO award for Project manager & team lead of Minister's Blackberry project – Canadian Heritage (2000).
- Project lead for successful startup of Compugen's Storage & computer security initiatives (2001).
- Designed & implemented entire Customs Excise Union LAN & WAN infrastructure, including ISDN WAN connections to Canada-wide Netware 250 server PSAC WAN.
- Successful start-up implementation of IKON's Digital Colour program. (1996 - 2000).
- Closely involved with PWGSC rollout of first major standardized Desktop, server, & LAN/WAN initiatives. Wrote custom software menu system to facilitate dual boot configurations.
- Lectured to McGill University IT team on Netware 3.11 to 4.x strategies & NDS guidelines for major Campus LAN/WAN upgrade.
- Analyzed, designed & managed the implementation of PAPRICAN's major network upgrade from Coax cabling & DOS systems to 10BaseT, Fiber optics & Windows 95.
- Designed & setup Connected Products handling Policies & Guidelines at Office Equipment Inc, & IKON Office Solutions – still in use today.

EDUCATION & PROFESSIONAL DEVELOPMENT

- Azure 104 – in progress, completion for 2021.
 - Fortigate NSE4 – certified 2018.
 - Certified ITIL foundation, 2006.
 - MCSE 2003 - completed at Willis college, Ottawa, 2006.
 - Numerous & frequent professional development courses related to: technology, programming, sales, business & project management.
 - Advanced ASP programming course – Algonquin College, 2006.
 - PEPIDA & Health Care industry IT security issues seminar, 2005.
 - Certified Westbrook document management specialist, 2004.
 - Certified IBM storage specialist, 2003.
 - Certified IKON colour specialist, 1997.
 - IKON Corporate sales training, (various courses 1996-2000).
 - Certified Novell Instructor (C.N.I.) Oct/93, & Certified Novell Engineer (C.N.E.) Sept / 93.
 - Dale Carnegie public speaking program (Feb/94).
 - OE Inc. corporate management training (1993).
 - Customer Relations Training: "Count Me In" & "First Impressions" OE Inc.
 - Numerous manufacturer technical & electronics training courses: Canon, Sony, Sanyo, 1984-94.
 - Engineering Systems Technologist diploma (2 years), Control Data Institute, Ottawa, Ont., 1983-84.
 - 2 years Mechanical Engineering program, 1980-81, Dalhousie University, Halifax, Nova Scotia.
 - High School diploma, Dartmouth High, Dartmouth, Nova Scotia, 1979.
-

CHRONOLOGICAL WORK HISTORY

Position	Organization	Date(s)
Support Engineer	Electrical Safety Authority	Sept 2021 - present
Managed services support Engineer	Compugen Services LTD, Ottawa, Ont.	Dec 2018-Sept 2021
TAC support engineer	Fortinet technologies Canada	Aug 2017-Dec 2018
IT security specialist	INSA Corp	Aug 2016-Aug 2017
Managed services support	Compugen Services LTD, Ottawa, Ont.	Dec 2010-Aug-2016
Independent IT consulting	Digital Alternatives Group, Ottawa, Ont.	2004 – present
Systems Analyst	IKON Office Solutions, Ottawa, Ont.	Aug 2002 – Dec 2004
Marketing specialist	PWGSC, Ottawa, Ont.	Jan 2002 – Aug 2002
Storage Sales specialist	Compugen Services LTD, Ottawa, Ont.	Aug 2000 – Jan 2002
Senior Sales engineer	IKON Office Solutions, Ottawa, Ont.	Jun 1996 – Aug 2000
Networking Consultant	Compugen, Ottawa, Ont	Feb 1996 – Jun 1996
Networking division Team leader	Lanvista, Ottawa, Ont.	Dec 1995 – Feb 1996
Canon Canada / Office equipment	Numerous positions (mgmt, tech & sales)	Aug 1984 – Jan 1995

REFERENCES

Reference name	Organization	Contact
Nils Madi	Manager Operations Genieall Corporation	nils.madi@gmail.com (866) 214-7863
Yatan Prakash	Manager Operations Genieall Corporation	yatanprakash@gmail.com (647) 546-5605
Hugh Carry	Manager Operations Leidos Corp	hughcarry@xplornet.com (343) 363-0455
Roger Kim	Director of IT Electrical Safety Authority	Roger.Kim@electricalsafety.on.ca (416) 816-6800

ADDITIONAL DETAILS, SUCCESSFUL PROJECTS & REFERENCES

Additional info available upon request. Please send email request to wayner@digialt.com, or call directly @ 819-431-2468.