



# TREVOR LEADLEY

IT SPECIALIST / Administrator

## PROFESSIONAL PROFILE

Senior IT Specialist and Systems Administrator with 20+ years of experience, including 15+ in infrastructure management, network security, and automation across Linux, macOS, and Windows environments. , focused on secure infrastructure and cloud integration (Google/AWS/Azure). Highly skilled in Firewall management (Netgate, Cisco), VPN architecture, and IDS/IPS implementation. Dedicated to maintaining 99.9% uptime while ensuring rigorous compliance with NIST and ISO security standards.

## CONTACT DETAILS

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## PROFESSIONAL SKILLS

- Troubleshooting & Diagnostics
- Documentation and Reporting
- Performance Optimization

## INTERPERSONAL SKILLS

- Complex Problem Solving
- Stakeholder Communication
- Incident Management

## EDUCATIONAL HISTORY

**Computer Systems Tech Diploma** 1994 – 1997  
Thompson Rivers University

- Completed Computer Systems Technician Diploma: circuit design, A+-level hardware troubleshooting/repair, system optimization, peripheral management.
- Hands-on training in software configs, hardware-software integration, peripheral install/troubleshoot, performance tuning, foundational networking.

## WORK EXPERIENCE

**Digital Convergence** 2022 – Present  
IT Specialist / Administrator

- Administered remote enterprise infrastructure: Zero Trust security, access controls, network troubleshooting, proactive monitoring, incident response, detailed documentation.
- Built automated workflows for compliance, patching, remediation, and incident management using Bash/Python scripting and APIs; managed on-boarding, disaster recovery, high-availability systems.
- Architected and implemented comprehensive health monitoring and remediation workflows leveraging Okta and Jamf Connect, enabling real-time visibility into authentication health, automated issue detection, and self-healing remediation for macOS fleets.
- Led SOC 2 Type II & ISO 27001 policy management: authored/maintained policies, set up annual reviews & acknowledgments, aligned frameworks for successful audits.

## TECHNICAL SKILLS

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- Networking: TCP/IP, OSPF, EIGRP, MPLS, SD-WAN, VLANs, Layer 2/3 Switching
- Hardware: Cisco switches, HP switches, Unify switches, Ubiquity Wireless Access Points (WAPs)
- Security: Netgate (pfSense) / Cisco ASA/ PIX Firewalls, VPN Architecture (Site-to-Site), IDS/IPS, NIST/ISO Compliance
- Cloud & Tools: Azure, Wireshark, SolarWinds, Nagios, Cacti, LibreNMS, Nmap, SNMP
- Automation: Python, Bash Scripting, LucidChart, MS Visio (Network Mapping)

## TECH STACK

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- Cloud infrastructure (AWS, Azure, Google)
- Windows, MacOS and Linux operating systems
- CI/CD systems (Github Actions, Gitlab, CircleCI, etc.)

## Gold Business Technologies

2008 – 2022

Systems Specialist / Administrator

- Administered multi-branch network infrastructure: troubleshooting, proactive monitoring, documentation.
- Led Cisco to pfSense firewall migration (planning, config, testing, cut-over); managed virtualization, disaster recovery, patching, incident management, and automation.
- Managed virtualization, storage, and disaster recovery planning; gained hands-on experience with cloud platforms (AWS, Azure, Google Cloud, Digital Ocean).

## NCR Canada / Lang's Ventures

Lottery Equipment Service & Support Technician

2000 – 2007

- Developed custom firmware delivery systems, testing equipment for serial communications, and auditing tools (e.g., CRC check digit generator), increasing productivity by 60%+ in hardware support processes.

## ADDITIONAL HIGHLIGHTS

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- Home lab enthusiast: Proxmox server with Debian/Ubuntu VMs, pfSense routing, Ubiquiti networking (VLAN-separated guest/private/IoT), Mailcow, NextCloud, Apache/Lighttpd.
- Committed to continuous learning in Linux/Open Source technologies, automation, and client-focused solutions.