

Trevor Leadley

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PROFILE

Experienced IT Professional: 20+ years in computer systems administration, network management, and IT infrastructure support across multiple platforms. Skilled problem solver focused on ensuring seamless system performance.

EDUCATION

2008

Microsoft Office Suite Applications and Concepts

1994 / 1997

Computer Systems Technician(CTECH) Diploma

Thompson Rivers University, Kamloops (BC)

2010

2008

Comptia PDI + - Printing and Document Imaging

Canon & Kyocera - Vendor Specific Systems Certifications

TRAITS

Problem Solver - Resourceful - Adaptable - Patient - Detail-Oriented - Self-Motivated - Collaborative - Dependable - Proactive - Innovative.

EXPERIENCE

IT Specialist / System Administrator

Nov 2022 - Present

Digital Convergence Ltd. - Kamloops (Remote)

Systems Administrator, maintaining and optimizing IT infrastructure.

Systems Specialist / System Administrator

Feb 2008 / Nov 2022

Gold Business Technologies - Kamloops

Proven background as a Systems Administrator, maintaining and optimizing IT infrastructure.

Lottery Equipment Service & Support Technician

Oct 2006 / Dec 2007

Lang's Ventures Inc. - Kamloops

Service repair technician

Lottery Equipment Service & Support Technician

Oct 2000 / Dec 2006

NCR Canada Ltd. - Kamloops

Service repair technician

SKILLS

- Strong knowledge of operating systems (Windows, Linux, macOS) and network architecture. (DNS, DHCP, etc.).
- Expertise in IT infrastructure management (servers, storage, virtualization).
- Proficiency in server administration
- Familiarity with cloud platforms (AWS, Azure, Google Cloud, Digital Ocean).
- Experience with network security solutions and protocols (Firewalls, VPN, IDS/IPS, etc.).
- Strong troubleshooting skills for hardware, software, and network problems.
- Excellent problem-solving abilities.
- Ability to manage multiple projects simultaneously.
- Knowledge of IT service management best practices (ITIL).
- Strong communication skills for interacting with users and other technical teams.
- Proficiency in scripting languages (PowerShell, Python, Bash) for automating tasks.
- Experience with IT asset management tools (JAMF Pro, Microsoft SCCM, Okta and Google Workspace).
- Knowledge of disaster recovery and business continuity planning.
- Familiarity with industry standards for data security (SOC 2, ISO 27001) and compliance regulations.

ACHIEVEMENT

- Built an open source network monitoring system to help monitor multi branch office networking equipment
- Designed custom testing equipment for troubleshooting serial communication lines for lottery terminal peripherals.
- Created a program for tracking and flagging damaged equipment, improving efficiency and reducing costs.
- Designed a firmware delivery system that allows any PC to become a management system for updating lottery terminals.
- Wrote custom software for updating Keno Video Displays, increasing productivity by at least 60%.
- Developed a simple application generating CRC check digits for an auditing system, enhancing efficiency and streamlining processes.

REFERENCES - Available upon request