Jody Gristwood

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Objective

- Seeking a position where customer service skills and technical experience will add value.

Professional Summary

- Over 20 years of PC and notebook troubleshooting and repair experience.
- Highly organized and efficient. Able to prioritize and handle multiple tasks.
- Effective problem solver, team player, and proven leader.
- Excellent working knowledge using all versions of Microsoft Windows and Office suites. (Expert with Outlook, Word and Excel)

Experience

CANA Group of Companies   2023 – Present
Technical Analyst
- Onboard and offboard users using Active Directory and Vista.
- Image PC's using Intune.
- Develop and maintain ticketing system application using Power Apps.
- Manage ticket queue and assign tickets to other team members based on specialty.
- Create and manage user and IT documentation.
- First point of contact for all technical issues.
- Create and action tickets in our teams queue.

Cenovus Energy   2021 – 2023
Client Support Specialist
- Helped create migration process for users and support staff for domain migration project.
- Created migration process documentation for users and support staff.
- Lead pre-migration Q&A sessions with users that would be migrating soon via Microsoft Teams.
- Coordinated day of migration support sessions via Microsoft Teams.
- Lead post-migration support sessions where I helped users set up their Microsoft 365 applications.
- Instructed classes on setting up Microsoft's Multi-Factor Authentication application.
- Created and actioned tickets in our teams queue in ServiceNow

Gristwood Design   2015 – Present
Owner / Lead Designer
- Design or re-design client's websites.
- Web Development.
- Search Engine Optimization.
- Design logo's and other web graphics.

Landmark Engineering   2020 – 2021
System Administrator
- Installed and configured WDS and MDT.
- Created and captured reference images for several different machine types.
- Created task sequences and added driver profiles to deploy images to target machines.
- Used a combination of GPO's and Registry items to enforce company machine policies.

- Documented my processes so that the IT department could image machines for users.

Enbridge   2019 – 2020
Urban Desktop Analyst
- Attended troubleshooting calls and executed installations, desktop maintenance and upgrades in accordance with service standards.
- Created documentation on technical support and business processes.
- Determined and executed system reconfiguration needs.
- Configured and installed Cisco IP phones and HP laptops.
- Remote troubleshooting using a variety of different software tools.
- Imaged systems using SCCM.
- Created and maintained Enbridge's Runbook (Knowledge Base) for the entire enterprise.
- Managed the incoming ticket queue and assigned incidents to analysts as needed.

Active Computing   2002 – 2017
Owner / Lead Technician
- Performed troubleshooting & repaired computer systems at client's home/office.
- Managed corporate clients Active Directory, Exchange and server/workstation patches.
- Supported SMB with various platforms. (Windows, Linux, BSD, OSX)
- Trained new computer owners on how to use their new system and applications.
- Maintained quality control/ satisfaction records. Constantly seeking new ways to improve customer service.

Pason Systems   2015 – 2016
Technical Support Analyst
- Responded to customer inquiries via telephone or email to provide problem resolution in accordance with service standards.
- Logged all issue based interactions with clients and field technicians.
- Identified and escalated situations requiring a field technician when necessary.
- Performed troubleshooting and resolved complex software, hardware and technical issues for clients.
- Performed remote troubleshooting using a variety of different software tools.
- Tracked issues to resolution and updated Pason's Knowledge Base.

Ducktoes Computer Services   2010 – 2015
Senior Technician/Web Designer
- Troubleshooting & repair of computer systems at client's home/office.
- Depot break/fix repair of client's computers.
- Migrated invoicing & inventory system.
- Redesigned business website.
- Designed/Redesigned client websites.

Connacher Oil and Gas LTD   2011 – 2012
Desktop Analyst
- Supported over 250 applications.
- Desktop support and troubleshooting.
- Upgraded and imaged PC's using SCCM.
- Created & managed users, groups and distribution lists in Active Directory.
- Created & managed users in Blackberry Enterprise Server.
- Received and actioned support tickets, documented resolutions.
- Updated and monitored network hardware in Orion.

Pengrowth Energy Corporation   2010 – 2011
Tier 2 Service Desk Analyst / Deskside Support
- Next day support for Windows 7/ Office 2010 migration.

- Supported over 250 applications.
- Supported users over phone and using remote tools.
- Deskside support and troubleshooting.
- Upgraded and imaged PC's using SCCM.
- Supported Tier 1 service desk personnel.
- Received and actioned support tickets using Remedy, documented resolutions.

CGI   2010 – 2011

Network Administrator
- Created & managed users in Active Directory.
- Exchange management.
- Created & managed groups and distribution lists in Active Directory.
- Provided technical support over the phone and email.
- Created and resolved tickets in the Remedy Action System.

Unisys Technical Services   2009 – 2010

Field Technician
- On-site troubleshooting & warranty repair of Dell desktops & notebooks.
- Worked completely unsupervised. Responsible for tracking time and mileage for each call.
- Daily receiving and shipping of Dell parts.

Geeks On The Way   2008 – 2009

Senior Technician
- On-site troubleshooting & repair of desktops, notebooks & servers.
- Setup & repair of networks from home to corporate level.
- Data recovery of users lost or deleted files.
- Virus/Spyware detection & removal.

Metafore IT Solutions   2006 – 2008

Configuration / Dispatch / Depot Technician
- Built & upgraded PC's, notebooks & servers.
- Imaged & deployed using multicast imaging software.
- Troubleshooting & repair of notebooks & desktops. (depot)
- Troubleshooting, repair & deployment of systems at client sites.

Certifications

- MCITP Server Administrator certified
- A+ certified
- Network+ certified
- DCSE certified (Dell)
- Lenovo Desktops & Notebooks certified
- HP certified
- Toshiba certified