

Shawn Taylor

LaSalle, Ontario • (519) 990-7128 • sttaylor97@gmail.com • linkedin.com/in/shawn-t-taylor • shawn.taylor.space.ca

PROFESSIONAL SUMMARY

IT Systems professional with 3+ years of hands-on experience administering Microsoft 365, Active Directory (AD/ADFS), virtualized environments, and network infrastructure in a multi-site production environment. Proven ability to develop automation scripts, manage endpoint lifecycles, and maintain physical security systems including access control and IP cameras. Committed to strict confidentiality of sensitive data — a standard upheld consistently throughout professional and personal practice.

WORK EXPERIENCE

CP Distributors

February 2022 – Present

IT Support Specialist | Senior Support Specialist (2025)

Saskatoon, SK / Remote

- Administer full user lifecycle — provisioning, modification, and decommissioning — across Active Directory (AD/ADFS), Microsoft 365 Admin, SharePoint, PBX/Teams phone systems, and Dynamics NAV for a distributed, multi-site organization
- Deliver Tier 1–2 technical support for hardware, software, printers, peripherals, and mobile devices using a priority-based ticketing system; enforce strict confidentiality of all user data and interactions
- Develop and deploy PowerShell scripts to automate software installation, patch management, and endpoint configuration silently and remotely, reducing manual IT intervention
- Manage Proxmox virtual machine cluster — monitoring, maintenance, backup restoration, and performance optimization — to ensure continuous system availability
- Installed and maintain IP camera security systems and fob-based physical access control; administer user permissions and roles in line with least-privilege access principles
- Configure and support OpenVPN for remote users; collaborate with external vendors and partner organizations to troubleshoot and establish secure system connectivity
- Mitigate phishing threats by identifying and filtering malicious emails, executing account recovery procedures following compromise, and producing user security awareness documentation
- Manage server room infrastructure including cable management, hardware installation, and decommissioning; source and deploy new hardware and software from procurement through configuration
- Produce technical documentation — user guides, setup walkthroughs, and knowledgebase articles — to reduce repeat support volume and support user self-service

Technicut Tool (CMT)

October 2017 – July 2019

CNC Mill Operator

Windsor, Ontario

- Operated and maintained up to 11 CNC mills; performed tooling changes, offset adjustments, and preventative maintenance to minimize downtime and hold tight tolerances
- Logged dimensional measurements in Excel-based tracking systems to verify component specifications and generate production reports

EDUCATION

St. Clair College of Applied Arts and Technology

September 2020 – August 2021

Computer Systems Technician – Networking, Ontario College Diploma | GPA: 3.4/4.0

Windsor, Ontario

Relevant Coursework: Help Desk Operations, Networking & Network Security, System Configuration

St. Clair College of Applied Arts and Technology

2015 – 2018

Mobile Application Development Coursework

Windsor, Ontario

Relevant Coursework: Java, JavaScript, PHP, HTML/CSS, Database Querying, XML/YAML

PERSONAL PROJECTS

Home Lab

Ongoing

- Operate a personal server environment: Proxmox with multiple VMs, TrueNAS storage array, and Docker-based services including media hosting, automated device backup, and web hosting for personal and family sites
- Administer a personal OpenVPN instance for secure remote access; manage DNS, network routing, and service configuration across self-hosted infrastructure

SKILLS & TECHNOLOGIES

Administration & Cloud: Microsoft 365 (M365) Administration, Active Directory (AD/ADFS), Azure AD, Windows Server, SharePoint, PowerShell, Microsoft Dynamics NAV

Virtualization & Infrastructure: Proxmox, TrueNAS, Virtual Machines, Docker, ZFS, Linux (Ubuntu/Debian), Windows

Networking & Security: VPN (OpenVPN), Firewall Management (pfSense), Network Troubleshooting, IP Camera Systems, Access Control (Fob), Network Routing

Support & Tools: RMM, Priority-Based Ticketing, Hardware/Software Procurement, PBX/FreePBX/Teams Phone, CAD, RMS

Development & Scripting: PowerShell, Python, Bash, Java, JavaScript, HTML/CSS