

Christopher Madge

systems engineer,

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//technical_skills

Microsoft Windows NT-Vista (10 years)
Windows Server NT – 2008 (10 years)
Exchange Server 5.5-2007 (10 years)
ISA Server 2004-2006 (3 years)
SQL Server 2005 (3 years)
Active Directory (8 years)
CMS and HTML Based Web Development (6 years)
Blackberry Enterprise Server (3 years)
Macintosh OSX (6 years)
Sonicwall Firewall (2 years)
Kaseya MSP Software (<1 year)



//professional_experience

Accenture (Best Buy Canada): December 2008 – Present

Burnaby, BC

(Windows Infrastructure Systems Administrator)

About the Organization: Accenture is a global management consulting, technology services and outsourcing company, committed to delivering innovation. Accenture's main area of expertise is technology. The particular part of the company that I was employed with was the Windows Infrastructure Services team at Best Buy Canada. The team was embedded in the Canadian headquarters for Best Buy.

About my Role: My role on the team was to resolve everything related to the End User experience, to liaise with other teams to resolve outages and incidents quickly and effectively, document solutions as they were discovered according to ITIL standards, and communicate potential roadblocks and new solutions to the team.

Role Overview:

- 10 people in our IT support team.
- 1500 Machines Supported
- 40-55 incidents/tasks per week
- 100% in office

- Windows Server/Desktop Support
- Outlook/Exchange troubleshooting
- Win XP, Win 2000, and over 300+ 3rd party application
- Remote Access Tools
- System Center Configuration Manager configuration/deployment

- Blackberry Troubleshooting/Management
- Hardware management

Linkatech Technologies: Sept 2008 – December 2008

Burnaby, BC

(Support Engineer)

About the Organization: Worked for Linkatech Technologies, a technical support company that among many other services provided a wide scope of IT Desktop and Server related Support services for customers ranging from home users with small based businesses to medium sized corporations in the lower mainland There are around five people in our IT support team.

About my Role: This role was a Desktop Support role for mostly home and small business users. Configuring a range of applications from Realtor software to an Oracle line of business application

Role Overview:

- 5 people in our IT support team.
- 50 Customers Supported
- 6 calls per day
- 50% Time in Office, 50 % Onsite

- Windows Server support
- Exchange troubleshooting
- Active Directory administration
- Win XP, Win 2000, and 3rd party software technical support
- Network Printing Resolution both the server side and client side
- Support for Application Errors on over 50 different business and banking software applications.
- Customer Training
- Remote Access Tools

Innovation Networks January 2008 – September 2008

Richmond, British Columbia

(Remote Support Engineer)

About the Organization: This organization is a Managed Service Provider in the Richmond/Vancouver Area. With customers ranging from small business 5 workstation networks to medium enterprise networks with 200 workstations. Innovation Networks uses a standard network setup across it's customer base. Components included Sonicwall Firewalls and Remote Access VPN's. Windows 2003-2008 Servers, Exchange for mail, Symantec Endpoint for Virus and Malware protection. And support for various Line of Business Applications ranging from in house Moving software, to Web Based Airline Software and standard Accounting software. Innovation used Kaseya MSP Agent based software for Remote Access, Patch Deployment, Inventory, and Script based Application Deployment.

About the Role: Supporting approximately 1500 users across approximately 100 different companies remotely using Kaseya MSP Software and via "blind" phone calls. When remote support failed, we would travel on site to resolve the issue. Our work ranged from small Microsoft

Office related issues to large networking, server and infrastructure problems.

Role Overview:

- 7 persons in our IT support team
- Worked Onsite fixing technical issues
- Worked Remotely solving Customer issues
- Deploying and Managing Servers, Workstations and Gateways

Technical Tasks:

- Management of Servers and Workstations with Kaseya MSP Software
- Remote Supporting Clients with Kaseya and "Blind" phone support
- Deploying and Configuring Windows Servers and Sonicwall Firewalls
- Configuring Microsoft Exchange 2003-2007
- Solving Minor to Major Networking Issues (TCP/IP and DNS)
- Linux WebHosting Setup and Configuration

Richmond Elevator Maintenance March 2006 – January 2008

Richmond, British Columbia

(Information Technology Manager/Safety Officer)

About the Organization: Richmond Elevator Maintenance is a medium sized organization with approximately 30 workstations at the Head Office and 175 elevator technicians in the field.

About the Role: This sole IT staff role consisted of taking a 30 person workgroup-based infrastructure and creating a Windows Domain Environment with group policy redirected folders and nightly backup. As time progressed, more and more technology was added including Exchange 2003 and later Exchange 2007 server, SQL 2005 to support a 3rd party Line of Business application, ISA 2004 and later ISA 2006 to protect the network and control employee web usage. Scriptlogic Desktop Authority was used to manage and inventory workstations, deploy applications and patches, remote control workstations and script tasks such as virus scanning and workstation maintenance. Initially this position was primarily hands on with the hardware and working with the end users and as time progressed the IT manager position became more and more remote. Using Desktop Authority to remote control workstations and work with the end users/customers over the phone. Server Maintenance and upgrades were completed after hours. In addition to the Information Technology Manager position, the role included managing safety for the construction and maintenance departments.

Role Overview:

- Sole Member IT Role
- 35 users supported
- Infrastructure Creation and Development

- Remote and On-Site support of users
- Employee Training
- Remote Access Tools
- User Administration/Active Directory Management

- Network Printing Resolution

Christian Life Assembly March 2006 – January 2008

Langley, BC

(Operations Assistant)

About the Organization: Christian Life Assembly is a large church located in Langley, British Columbia. With a congregation of over 5000 members, working with the Operations Administrator, Accounting Department and the Information Technology Department.

About the Role: This Operations position involved managing and configuring different software applications, managing church operations, and developing agendas for board meetings, supervising offering intake and volunteer operations. Managing office equipment ranging from scanners to full document imaging systems

Role Overview:

- Tasks:
- Organizing Volunteer Resources
 - Organizing and Creating Board Agendas
 - Managing Church Purchases and Acquisitions

Sears Canada March 2006 – January 2008

Surrey, BC

(Resources Protection Investigator)

About the Organization: Sears Canada is a major department store retailer with outlets located across Canada. Sears primarily sells clothes, tools, housewares, electronics and cosmetics. The position I served in was located in the Guildford Mall. This location was one of the largest locations in British Columbia.

About the Role: This Investigative role had a significant focus on Customer Service. Even the most intense apprehension always had to be executed with "the customer service" approach in mind. Half of the role involved working with CCTV Technology, Liaising with the RCMP and other Law Enforcement agencies, Investigating Credit Card Fraud with various tools and systems. The other half of the role involved working with customers. Sears believes in training their employees well and invested a lot in Resources Protection Training in Conflict Resolution. This included training with former Vancouver Police ERT team leaders and trainers. Tasks such as administering first aid to employees and customers, resolving customer conflicts, investigating Credit Card problems, undercover surveillance and shoplifter apprehension.

Role Overview:

- Tasks:
- Investigating Theft and Losses
 - Investigating Credit Card Issues and Fraud
 - Resolving conflicts with customers
 - Administering First Aid to Customers and Employees

Starbucks Coffee Company January 2000 – November 2002
Coquitlam, BC
(Shift Supervisor)

About the Organization: Starbucks Coffee Company is a leader in the coffee retail market. With more stores located in the Lower Mainland than the State of Washington, the Vancouver market was a large portion of the Starbucks framework. Starbucks pioneered Fair Trade Coffee and the idea of paying coffee farmers well for their product well before it became trendy. Howard Schultz came up with a brilliant idea in the late 1980's to market an experience centred around the coffee product. The Starbucks goal is to deliver "the third place", the place between home and work. Customer service, quality product and experience based service is central to Starbucks' Success.

About the Role: This role initially began as a barista in a Chapter's location. Eventually a transfer put me in the Pinetree Mall location. I quickly learned to deliver the third place to all of our customers. The "Just say Yes" philosophy played central into that delivery. As my skills developed and matured I was transferred to the Prairie Mall location, which had the highest internal product loss rate and lowest sales in Canada. Together with other Starbucks managers and shift supervisors who parachuted from other locations we turned the Prairie Mall location into a profitable location for the first time since its opening.

Role Overview:

- Tasks:
- Delivering "the third place" to all customers
 - Serving top quality coffee in every cup
 - Supervising staff
 - Responsible for instore Safety and Security

McDonald's Restaurants of Canada June 1997 – December 1999
Coquitlam, BC
(Crew Trainer)

About the Organization: McDonald's Restaurants is a central player in the Fast Food service industry. A large portion of the McDonald's mission and focus is on Customer Service. McDonald's invests a significant amount of customer service training in its employees. McDonald's also is known for delivering a consistent product. No matter what location one visits the McDonald's product is consistently the same quality of product.

About the Role: This role was my first customer service role. I had been applying to McDonald's for a year prior to my hire. I was hired a week before I turned 15 and could legally work. The day I turned 15 I started at McDonald's. I began my career in the backend of the restaurant creating hamburgers and chicken related products. As time progressed, I was transferred to a busier location where I started working in the front counter and drive thru positions more. During the last year of my employment, I served as a Crew Trainer training new employees on the front and back of the restaurant.

Role Overview:

Tasks:

- Delivering legendary customer service to all customers
- Serving consistent and hot food to each customer
- Training new employees in the McDonalds Framework and current employees in new procedures

//education

September 2002 – April 2008 : (Trinity Western University)

- Bachelor of Arts Program in General Studies
- Minor in Music
- Minor in Worship Studies
- Performed with TWU Choir and Vancouver Symphony Orchestra in 2003

September 2000 – April 2002 : (Douglas College)

- University Transfer Program in Musical Studies
- Performed Carl Orff's Carmina Burana along with Douglas College Chamber Choir
- Royal Canadian Legion Scholarship Award
- Leonard Murchie Scholarship Award

September 1997 – June 2000 : (Pinetree Secondary School)

- Top Student Award in Information Technology Management
- Top Student Award in Stagecraft
- Co-op as Network Administrator during Sophomore and Junior years

//qualifications

Microsoft Certified Information Technology Professional (MCITP) Enterprise Administrator
Microsoft Certified Systems Engineer (MCSE)
Systems Administrator (MCSA)
Technology Specialist (MCTS)

297 -Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure
294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
620 TS: Configuring Microsoft Windows Vista Client
270 Installing, Configuring, and Administering Microsoft® Windows® XP Professional
290 Managing and Maintaining a Microsoft Windows Server 2003 Environment
649 TS: Upgrade MCSE 2003 to Windows Server 2008 Technology Specialist (70-640, 70-642 and 70-643)
647 Windows Server 2008 : Enterprise Administrator

Defensive Tactical Certification

Defensive Tactical Training to properly apprehend suspects without injury to oneself or the

suspect. DTI training is taught by John McKay a former Member of the Vancouver Police Department Emergency Response Team.

Food Safe Certification

Certification to prepare and serve food in the Province of British Columbia.

Occupational First Aid Level 2 (St. John's Ambulance)

Certification in the skills needed to be an Occupational First Aid attendant in the workplace. Covers the basics of airway, breathing and circulation which includes how to deal with obstructed airways, breathing distress, bleeding control, Shock and one person CPR. In addition, patient assessment, hard collar application, upper limb splinting and minor wound care are covered.

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School District 43 - Network Admin/Media Development Co-op.

Duties included collaboratively administrating a 200+ client local area network as well as maintaining the district wide area network. Tasks included, A/V setup and administration, Local User account admin, PC Hardware/Software Troubleshooting

Foursquare Canada - Asst. Camp Director

Duties included coordinating daily activities, setup and takedown of all audio equipment, supervising counselors and jr. counselors. Troubleshooting logistical and technical problems.

Northside Foursquare Church - Worship Assistant /Snr. Network Admin

Duties included directing a team of five musicians to lead music during Sunday Morning worship in a church of 1600, Creating and directing youth musicians to play in a Friday night service as well as leading music for Kids ministry