COREY JACKSON

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PROFILE

- Senior IT professional with 20+ years of practical experience in IT
- First aid and CPR experience
- Management & Business experience
- Project management experience
- IT service management experience
- Product management experience
- Cloud & server experience
- Cybersecurity experience
- Networking experience
- Excellent customer service skills

INDUSTRY KNOWLEDGE

- Mining, Construction, Security, Rental Properties, Heating, Ventilation, & Air Conditioning (HVAC), Sports & Entertainment, Software & MSP, Science & Technology, Government, Military, Law, Telecom, Retail, Automotive, Portfolio Investments

SOFT SKILLS

- Leadership, team and relationship-building, decision making, mentoring, motivating, negotiation, and presentation skills
- Innovative, creative, responsible, cooperative, hard working, versatile, flexible, and adaptable
- Possess strong organizational, time management, conflict management, analytical thinking skills, and interpersonal skills
- Written and verbal communication skills in English and French languages

TECHNICAL / HARD SKILLS

Management: Strategic planning, commercial management, department management, resource management, performance management, risk management, vendor management, cost management (Budgeting, Forecasting), cost reduction, policy development/management, negotiation, delegation, financial literacy, procurement, litigation

Project Management: Scheduling, prioritization, cost management, change management, proposal management (RFI/RFQ/RFP), stakeholder management, escalation management, estimation, workflow management, contract management, waterfall, agile, scrum, RAD, JIRA, MS Project/Excel, Primavera, Asana

Product Management: Technical proficiency, business acumen, strategic thinking, user experience, goal setting market research

Business Analysis: Analytical thinking, software knowledge, strong communication skills, technical proficiency, problem solving, business process mapping, business acumen

IT Service Management: ITIL, SLA, OLA, Service Desk, Anydesk, TeamViewer, VNC, JIRA, ConnectWise, HPSM, RMM, N-able N-Central

AI: Conceptual knowledge of supervised, unsupervised, and semi-supervised machine learning, model context protocol (MCP)

Enterprise Architecture: TOGAF, process mapping, data modelling, microservices, archimate, diagrams.net

Cloud & Server Computing: IaaS, Azure, AWS, GCP, Digital Ocean, Scale, VMWare, Hyper-V, IaC, Terraform, resource balancing, load balancing, storage, VirtualBox, virtualization, Azure AD Connect

Software Development: .NET / .NET Core, Angular JS, AJAX, ASP/ASP.NET, JSP, PHP, MERN, Symfony, Bootstrap, CSS, w3.css, Tailwind CSS, Font Awesome, HTML, jQuery, Javascript/ECMAScript, TypeScript, JSON, MVC, React, JSX, Svelte, RSS, SVG, PWA, XML,XSL, XSLT, XPATH, Accessibility (WCAG, AODA), Visualization, SAP MII, WebRTC, Web Services, WCF, Zurb Foundation, SEO, web analytics, CDNs, Cloudflare, Python, C, C++, C#, Groovy, Java, Ruby, node.js, Perl, WQL, Drupal, WordPress, version management, authentication, authorization, SDK's, unit testing, NUnit, JUnit, optimization, load testing, VBA, Assembler, Web Domain Management, EPP codes

UI/UX: UI Design, research, wireframing, prototyping, Figma

E-Commerce: OpenCart, WooCommerce, payment gateways, point of sales (POS), payment request API

IDE's: Visual Studio Code, Visual Studio, WebStorm, Brackets, IntelliJ, Sublime Text, Phoenix Code

DevOps: Automation, CI/CD, Azure CloudShell, Bamboo, BitBucket, Bash/Shell, PowerShell, Bamboo, Docker, Kubernetes, Graph API

Source Control: Git, GitHub, TortoiseGit, SourceTree, TFS, Visual SourceSafe

Security / Cybersecurity: Ethical hacking, vulnerability management, penetration testing, system hardening, information

security, network security, physical security controls, surveillance systems, password management, passkeys, IAM, identity verification, zero trust architecture (ZTA), SOAR, NIST 800-x, ISO 27001/x, PCI DSS, 2FA/MFA/U2F,/TOTP, OAuth, SSO, SAML, SSL/TLS/HTTPS, certificate management, digital signatures, AES, PGP, CORS, CSRF, XSS, DLP, DKIM, DMARC, SPF, Endpoint protection (EPP) / XDR, Anti-Ransomware, Privacy policy / legislation, biometrics, alarm systems, BIMI, Key Vault, Bitwarden, Keeper, Kali Linux, AirCrack-NG, OpenVAS, Nikto, Metasploit, OWASP, SQLmap, nmap, FileAudit Plus, Netwrix, Nessus, SentinelOne, Wazuh

Data Applications/Technologies:

NoSQL – CouchDB, PouchDB, IndexedDB, MongoDB, Firebase

RDBMS & Data Access-SQL Server, MySQL, MariaDB, Oracle, SQLLite, PostgreSQL, ADO, ODBC, OLEDB, Data Lakes

Data historians/products: AspenTech Setcim, OSISoft PI, PI-ACE, PI-AF, PI Batch, PI Coresight, PI-PE, DataLink, PI Manual Logger, ProcessBook, PI WebParts, Totalizers

Big Data: Hadoop, Apache Cassandra

DBA related: database design, data management, data migration, data security, optimization, backup and DR, high availability (HA), replication

Data Insights / Analytics: Data collection, data analysis, data visualization, data interpretation, decision-making, predictive analytics, diagnostic analytics, statistical process control (SPC)

OT/Process Control: SCADA, DCS, InFusion, Wonderware, Foxboro, PLCs, RSView, HMI's

IoT: SmartThings, Sensors, IFTTT, Google Cloud IoT

Networking: WAN,PAN,LAN,VLAN,VXLAN,VPC,WIFI/MESH,UTM,ASA,Firewall's, Web Firewall's (WAF),Routers, Gateways, Switches, Hubs, Bridges, Access Points, Proxies, VPN, RADIUS, SFP, SIEM, IETF standards, IEEE standards, TCP/IP, UDP/TCP, DHCP, DNS, DNSSEC, PPTP, L2TP, IPSEC, IPS/IDS, ACLs, QoS, MPLS, SSH, STP, NTP, SNMP, RTSP, ARP, PoE, RIP, OSPF, BGP, EIGRP, VOIP, SIP, PSTN, FreePBX, Satellite Comm, Cellular Comm, Cabling (CAT3,5/e,6/a,7), IP Cameras, Network Design, Network Security, Networking Troubleshooting, Multi-Site Management, Network Optimization, Site Surveys, Software Defined Networking (SDN), Cisco Unified Comm Manager, Wireshark, Netscan, Ubiquiti, Sophos, Cisco, Dell, WatchGuard

Networking Tools: inSSIDer, NetSpot, NetLimiter, PTRG, PuTTY, nmap, tcpdump, iPerf, Wireshark, Netscan, WinSCP, FileZilla, traceroute, nslookup, netstat, dig, curl, Mxtoolbox, Down detector

Operating Systems/Servers: Linux, macOS, Windows, Windows Server, iOS, iPadOS, watchOS, Android, ChromeOS, DOS, VMS, Raspberry PI OS

Systems Administration: Capacity planning, backup management, business continuity, disaster recovery, synchronization, patch management, systems monitoring, network attached storage (NAS), mobile device management (MDM), mobile app management (MAM), M365 admin, SharePoint, Unitrends, Veeam, SimpleMDM, Wandera / JAMF, InTune, ScaleFusion, IIS, Apache HTTP Server, NGINX, Tomcat,Active Directory (AD), Entra (AAD), Group Policy Management, Citrix, Hiren's

Hardware: Lifecycle management, computer build/repair, mobile devices, 3D printing, scanners, UPS, peripherals, A/V equipment, hardware disposal/recycling, Lenovo

Graphics Design: GIMP, Photoshop, Illustrator, Paint.NET, Inscape, Microangelo, Vectors, Layers, Icons, EXIF Data

Software: SaaS, Software evaluation, open source transformation, license management, adobe reader / pro, FoxIt, Nitro, Zoom, Webex, Microsoft Teams, Outlook, Word, Excel, PowerPoint, OneNote, Loop, Visio, Email productivity, Dropbox, Libre Office, Google Suite Dynamics, Salesforce, Tessitura CRM, SAP ERP, Jonas ERP, PeopleSoft, Epicor ERP, Sage / SimplyAccounting, Tax Prep, Caseware, Quickbooks, EZRentOut, Asset Tiger, Dayform (HCM), eCompliance, Site Docs, Sofvie (EHS), File Compression

Design/Estimating: UML, ERD, DFD, Visio, Draw.io, AutoCAD, Revit, SketchUp, Accubid, WinEst

Reporting: SharePoint, Business Objects, Crystal Reports, Power BI, SSRS, SAP MII, Pentaho

WORK EXPERIENCE

Guardian Microsystems - *Technical Support Analyst*   **2023 - Jan 2024**
- Provided 100% Remote Technical Support
- Product lead on enterprise endpoint detection & response (EDR)
- Performed incident management utilizing a service desk
- Performed network administration, security incident detection and response, provided desktop, server, and mobile device support

Science North, *Senior IT Manager*   **Feb. 2022 - Oct. 2022**
- Developed and implemented short and long term IT strategic plans
- Responsible for leading, planning, organizing, and managing IT operations
- Responsible for managing user support
- Implemented an IT service management system
- Implemented an IT change management system
- Improved security posture
- Implemented Amazon business as a primary procurement platform

CFMWS, *Senior IT Manager/Project Director (Contract)*   **Feb. 2022 - Oct. 2022**
- Acted in role as a project director for an enterprise backup solution
- Acted in role as a project director for cloud migration of IT services

Sofvie Inc., *Product & Service Supervisor*   **Sep. 2019 - Jul. 2020**
- Managed direct reports in software development, DevOps, and tiered product support
- Acted as a subject matter expert directing frameworks for bulk conversion of commercial components to open source solutions
- Managed the development of a standardized product API for 3rd party integration
- Managed the agile project development plan, acted as scrum master, and performed sprint planning
- Contributed to definition and implementation of service desk processes and procedures such as service level agreements
- Lead product quality assurance and implementation of automated testing framework

TESC Contracting Company Ltd. & SWSE Athletic Teams, *IT Manager*   **Nov. 2015 – Jul. 2019**
- Managed comprehensive IT portfolio and IT projects with direct reports and 3rd party resources
- Defined and implemented IT strategic initiatives based upon the company's annual strategic business plan
- Defined company growth objectives in partnership with the business
- Built trusting relationships with key stakeholders serving as an advisor of technologies to improve effectiveness
- Defined technology roadmaps and overall technology vision
- Drove collaboration across multiple teams, business units and phases, aligning IT Systems with business operations
- Managed projects including business requirements analysis, milestone planning, project closure, and lessons learned
- Managed a 24x7 IT service desk utilizing ITIL framework for incident and problem management
- Implemented service level agreements (SLA) and escalation management for IT services (24x7 support)
- Implemented an interactive IT metrics reporting dashboard
- Implemented internal IT processes and procedures
- Implemented cost saving solutions in IT and areas of business, new technologies, policies, procedures, and standards
- Implemented customized CRM solution for business using Salesforce with integration to other systems
- Assisted in the implementation of a point of sale system at the local community arena (Sudbury arena)
- Managed software and IT infrastructure including servers, storage, data backups, network, and security systems

Vale Canada Ltd., *IT Subject Matter Expert / IT Project Manager*   **May 2005 – Oct 2015**
- Managed a team of developers serving as a mentor
- Performed in role of project manager managing all aspects of IT projects including project budgeting, initiation, planning, execution, monitoring, closure, project estimation
- Served as a subject matter expert in areas of expertise implementing best practices, standards, and product roadmaps
- Provided and approved application architecture for various enterprise applications including
- Product lead on SAP Manufacturing Integration and Intelligence (MII)
- Acted as a third tier of support for escalations or engineering of solutions for products in areas of expertise (24x7x365 support)

EDUCATION

Georgian College (Diploma, 3 Year Computer Programmer/Analyst Co-op w/ Honours) **1999-2002**
- **Lo-Ellen Park Secondary School** (Ontario Secondary School Diploma w/Honours)   **1994-1999**

LICENSES & CERTIFICATIONS

Azure Fundamentals (AZ-900), CompTIA Network+, CompTIA Project+, CompTIA PenTest+, CompTIA Security+, Effective Leadership Development (LMI Canada), Certified Joint Health and Safety Member, Working at Heights