Jody *Gristwood*

Technical Analyst · Endpoint, Identity & Microsoft 365

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PROFILE

Technical Analyst and Systems Administrator with 20+ years of hands-on experience in endpoint management, identity, desktop support and IT infrastructure across enterprise and small-business environments. Track record of supporting enterprise domain migrations, automating device deployment with Intune, MDT and SCCM, building custom Power Apps, and writing the documentation and runbooks teams rely on. A clear communicator who bridges end users, technical teams and vendors, and who takes over when leadership is needed.

CORE SKILLS

Identity & Access	Active Directory, Entra ID / Azure, Group Policy, MFA, Exchange, on/offboarding
Endpoint & Deployment	Microsoft Intune, SCCM / MECM, WDS, MDT, task sequences, reference imaging
Microsoft 365 & Power Platform	Teams, Outlook, Excel, Word (expert), Power Apps, Windows 10 / 11
Service Management	ServiceNow, Remedy, queue triage, incident management, runbooks & knowledge bases
Platforms & Hardware	Windows & Windows Server, macOS, Linux, BSD, Dell / HP / Lenovo, Cisco IP phones
Web & Design	HTML, CSS, JavaScript, WordPress, SEO, Figma, Adobe Creative Cloud

EXPERIENCE

Technical Analyst *CANA Group of Companies* 2023 – Present

- First point of contact for all technical issues across the organization.
- Own user onboarding and offboarding through Active Directory and Vista.
- Provision and image devices with Microsoft Intune.
- Designed, built and maintain the team's ticketing application on Microsoft Power Apps.
- Triage the ticket queue and route work to teammates by specialty.
- Create and maintain end-user and IT documentation.

Client Support Specialist *Cenovus Energy* 2021 – 2023

- Helped design the end-to-end user and support-staff process for an enterprise domain migration.
- Wrote the migration documentation used by both end users and support staff.
- Led pre-migration Q&A sessions and coordinated day-of migration support in Microsoft Teams.
- Ran post-migration sessions getting users set up and productive in Microsoft 365.
- Taught classes on enrolling in Microsoft Multi-Factor Authentication.
- Managed and resolved incidents in ServiceNow; provided team leadership when the supervisor was unavailable.

System Administrator *Lanmark Engineering* 2020 – 2021

- Installed and configured Windows Deployment Services (WDS) and the Microsoft Deployment Toolkit (MDT).
- Built and captured reference images for multiple hardware models.
- Created task sequences and driver profiles to automate image deployment.
- Enforced machine policy through Group Policy and registry configuration.
- Documented the imaging process so the IT team could deploy machines independently.

Urban Desktop Analyst *Enbridge* 2019 – 2020

- Created and maintained Enbridge's enterprise-wide Runbook (knowledge base).
- Handled troubleshooting calls, installations, desktop maintenance and upgrades to service standards.
- Imaged systems with SCCM; configured and deployed Cisco IP phones and HP laptops.
- Managed the incoming ticket queue and assigned incidents to analysts.
- Documented technical support and business processes; scoped and executed system reconfigurations.

Technical Support Analyst *Pason Systems* 2015 – 2016

- Resolved complex software, hardware and technical issues for customers by phone and email.
- Troubleshot remotely and escalated to field technicians when on-site work was required.
- Logged all client and field interactions, tracked issues to resolution and updated the knowledge base.

Owner & Lead Designer *Gristwood Design* 2015 – Present

- Design, build and optimize (SEO) websites for small businesses; create logos and web graphics.

Owner & Lead Technician *Active Computing* 2002 – 2017

- Ran a 15-year IT services business supporting home, office and small-business clients on site.
- Managed Active Directory, Exchange and server/workstation patching for corporate clients.
- Supported SMBs across Windows, Linux, BSD and macOS; trained clients on new systems and applications.

EARLIER EXPERIENCE

Senior Technician / Web Designer *Ducktoes Computer Services* 2010 – 2015

Desktop Analyst *Connacher Oil & Gas* 2011 – 2012

Tier 2 Service Desk / Deskside Support *Pengrowth Energy* 2010 – 2011

Network Administrator *CGI* 2010 – 2011

Field Technician *Unisys Technical Services* 2009 – 2010

Senior Technician *Geeks On The Way* 2008 – 2009

Configuration / Dispatch / Depot Technician *Metafore IT Solutions* 2006 – 2008

CERTIFICATIONS & TRAINING

MCITP: Server Administrator Microsoft · SAIT

CompTIA Network+ SAIT

Lenovo Desktops & Notebooks Lenovo

Toshiba Certified Toshiba

CompTIA A+ SAIT

DCSE – Dell Certified Systems Expert Dell

HP Certified HP