

Dan Bertrand
2502688780
danieljamesbertrand@me.com
Nanoose Bay, British Columbia, Canada, V9P9A8

PROFESSIONAL SUMMARY

Experienced IT specialist with a strong foundation in UNIX, PHP, and MySQL, complemented by extensive support experience for MS Office applications within enterprise environments like MEG Energy, Telus, and Security Focus. Skilled in automating data processing and optimizing database management in UNIX-based systems, with a proven ability to secure and manage network infrastructure and Active Directory. Known for delivering reliable solutions in cloud and network security, effectively supporting diverse platforms (MAC, iOS, Windows) to enhance organizational efficiency and security.

WORK EXPERIENCE

Owner-Operator

Jan 2014 - Present

Eagle One Tech Services • Calgary, Alberta, Canada

Job Description: Owner/Operator **Company Name:** Eagle One Tech Services

Location: Calgary, Alberta

Duration: 2014 - 2019

Overview:

As the Owner and Operator of Eagle One Tech Services, I initiated my business with the installation of a single Nest thermostat, which led to five years of successful self-employment. During this period, I installed various home automation products in over 400 residential and commercial properties throughout Calgary. **Key Responsibilities:**

- **Business Development:**
 - Founded and developed Eagle One Tech Services, specializing in the installation of smart technology, focusing on customer satisfaction and innovative solutions.
- **Installation Services:**
 - Installed a wide range of home automation products, including smart thermostats, lighting systems, security cameras, and home networking solutions.
 - Provided customized installation services tailored to meet the unique needs of each client, ensuring optimal system performance and user experience.
- **Customer Relationship Management:**

- Built strong relationships with clients through effective communication, thorough consultations, and reliable post-installation support.
- Conducted follow-up visits and maintenance checks to ensure continued customer satisfaction and system functionality.
- **Project Management:**
 - Managed multiple installation projects simultaneously, coordinating schedules and logistics to meet client timelines and expectations.
 - Developed and implemented efficient installation processes to enhance productivity and reduce downtime.
- **Marketing and Outreach:**
 - Promoted services through various channels, including social media, community events, and partnerships with local businesses, resulting in a steady stream of referrals and repeat clients.
 - Educated clients on the benefits of home automation technology, demonstrating how smart solutions could enhance comfort, security, and energy efficiency.

Skills and Qualifications:

- Expertise in home automation systems and smart technology.
- Strong project management and organizational skills.
- Excellent communication and interpersonal skills for client interactions.
- Ability to troubleshoot and resolve technical issues effectively.
- Knowledge of current trends in home automation and energy efficiency.

Achievements:

- Successfully installed over 400 home automation systems across residential and commercial properties, establishing a reputable presence in the Calgary market.
- Grew Eagle One Tech Services from a single installation to a thriving operation through word-of-mouth referrals and exceptional customer service.
- Fostered a commitment to sustainability and energy efficiency by educating clients about smart home technologies that reduce energy consumption.

IT Support Specialist (Contract)

Jan 2009 - Aug 2012

MEG Energy • Calgary, Alberta, Canada

Key Responsibilities:

- **Active Directory Management:**
 - Administered Active Directory, managing user accounts, groups, and permissions to ensure proper access and security protocols were upheld for all employees.
- **Technical Support:**

- Delivered first and second-level support for Windows desktops, resolving hardware and software issues in a timely manner to minimize downtime for staff.
- Assisted engineers and camp workers with technical queries and troubleshooting, fostering effective communication and collaboration.
- **On-Site Support:**
 - Flew on a private jet to the SAGD facility in Christina Lake, providing on-site IT support for periods of up to two months at a time.
 - Established strong relationships with engineers and camp personnel, understanding their IT needs and proactively addressing concerns.
- **Documentation and Reporting:**
 - Maintained detailed documentation of technical issues, solutions, and procedures to enhance the knowledge base for future reference.
 - Provided regular reports to management regarding support ticket resolution and ongoing IT projects.

Skills and Qualifications:

- Proficient in Windows operating systems and desktop support.
- Experience with Active Directory administration.
- Strong problem-solving skills and the ability to work independently in a remote setting.
- Excellent communication skills, capable of translating technical information for non-technical users.
- Willingness to travel and work in a high-demand, fast-paced environment.

Achievements:

- Successfully improved response times for IT support tickets by implementing efficient troubleshooting protocols.
- Played a key role in enhancing the IT infrastructure at the Christina Lake facility, contributing to improved operational efficiency for on-site staff.

Vulnerability Analyst

Feb 2004 - Aug 2005

Symantec • Calgary, Alberta, Canada

In my final year at Symantec, I was hired to work as a Vulnerability Analyst, leveraging my deep technical knowledge and experience in server management and network security. In this role, I was responsible for identifying, analyzing, and documenting software and network vulnerabilities that could impact Symantec's products and client environments. I conducted in-depth vulnerability assessments, created detailed reports on potential security risks, and worked closely with developers and IT teams to address and mitigate these issues. This position required a

strong understanding of emerging threats and attack vectors, and I was able to contribute significantly to Symantec's security posture by helping to strengthen defenses against potential exploits.

UNIX Sys Admin

Oct 2003 - Aug 2004

Symantec • Calgary, Alberta, Canada

After Symantec acquired Security Focus, I played a key role in supporting the transition of critical server infrastructure into Symantec's broader IT environment. This involved migrating UNIX and Windows servers, including load-balanced web servers, mail servers, and secure DNS configurations, to align with Symantec's standards and security protocols. I meticulously documented each service, including system configurations, workflows, and security protocols, to ensure seamless integration and maintain continuity of operations. Additionally, I created comprehensive guides to facilitate ongoing maintenance and support, providing Symantec's IT team with clear insights into the custom setups and configurations used at Security Focus. This documentation proved essential in preserving system reliability and ensuring a smooth transition, minimizing any disruption to Security Focus's operations during the acquisition.

UNIX Sys admin/IT specialist

Dec 1999 - Aug 2005

SecurityFocus • Calgary, Alberta, Canada

During my tenure at Security Focus, which was later acquired by Symantec, I managed a hybrid IT environment that included both UNIX and Windows server infrastructures. I was responsible for designing and deploying all UNIX servers, supporting core services like mail, DNS, a bastion SSH host, load-balanced web servers, and ezmlm mailing list servers configured for load balancing. Alongside these UNIX services, I administered a Windows-based mail server, handling mail services and implementing security protocols to maintain optimal performance and reliability. In addition, I managed Active Directory, overseeing user account administration and access control to ensure a secure and well-organized network structure. I documented all services, providing comprehensive records for configurations and operational workflows. I also led 24/7 support operations within a high-security colocation site and served as the IT support lead for approximately 70 employees, providing seamless support in this mission-critical environment.

EDUCATION

DEC Pure and Applied Science

Feb 1984 - Sep 1988

Vanier College • Montreal, Québec, Canada

The Diploma of College Studies (DEC) in Pure and Applied Science at Vanier College in Montreal, completed in 1988, provided a rigorous foundation in both theoretical and practical scientific principles. The curriculum covered essential courses in mathematics, physics, chemistry, and biology, emphasizing analytical thinking, problem-solving, and laboratory skills. Students were trained in calculus, linear algebra, and advanced physics topics, preparing them for fields requiring strong quantitative and scientific literacy. Laboratory courses in chemistry and physics provided hands-on experience, fostering precision and methodological skills. Additionally, general education courses in humanities and languages rounded out the program, equipping graduates with both the scientific and critical thinking skills needed for further studies in science or engineering.

SKILLS

Technical Skills

- **Systems Administration**
 - UNIX server setup and management (mail, DNS, load balancing, SSH bastion hosts)
 - Windows Server administration, including mail server setup and Active Directory user management
 - High-security colocation site management and 24/7 system support
- **Networking & Security**
 - Network infrastructure design, security protocols, and firewall management
 - Experience in high-security network environments, ensuring reliable and secure data handling
- **Programming & Automation**
 - PHP and MySQL for server-side scripting and data management
 - Shell scripting and UNIX-based automation
- **Database & File Management**
 - SQL and database management, including MS SQL Server and MySQL
 - File management and document organization
- **Cloud & IT Infrastructure**
 - Cloud technology integration
 - ITIL-based infrastructure management
 - AWS server deployment
 - Experienced in VMware server administration, managing virtualized environments to optimize resource use and enhance system scalability.
- **MS Office & Productivity Tools**
 - Advanced Excel (including VBA), Word, PowerPoint

- MS Visio and MS Outlook

Analytical and Scientific Skills

- **Mathematics & Quantitative Analysis**
 - Proficient in calculus, linear algebra, and statistical analysis
 - Strong analytical thinking and problem-solving skills, rooted in applied science training
- **Technical Documentation**
 - Documenting configurations, services, and workflows for server management
 - Creating clear IT documentation for both technical and non-technical users

PROFESSIONAL CREDENTIALS

Brainbench PHP Master - 1993

VOLUNTEER WORK

Volunteer Tech Tutor

Jan 2023 - Nov 2024

Oceanside Building Learning Together (OBLT) • Parksville, British Columbia, Canada

I volunteer at the Oceanside Building Learning Together (OBLT) in Parksville, where I assist seniors and walk-in clients with their technology needs. Whether troubleshooting problems on cellphones, setting up new devices, or guiding users through common tasks on tablets and computers, I provide patient, hands-on support to help build their confidence and understanding. Volunteering here allows me to connect with the community and offer personalized solutions, ensuring that clients feel comfortable and empowered in their use of technology.

HOBBIES

I am a professional musician. I also teach guitar, bass.

REFERENCES

References

(MEG Energy) gsamuelson@pembina.com, work phone 5872935414.

john kelham

· 1stFirst degree connection

Composer at Redsock Music

February 4, 2014, John was D's client I have very high expectations for my productions and Daniel has met these in every aspect. Vivek Mehmi

· 1stFirst degree connection

Guiding people towards wellness and purpose through music.

February 3, 2014, Vivek was D's client Dan provides a great Mastering service for the Indie Artist. Affordable and great quality! I look forward to working with him more in the future, and urge other indie artists to take advantage of his services.

Amin Ahmed

· 1stFirst degree connection

Host of The Be Well, Do Well Podcast | Founder at Remarkr.fm - Full-service Podcast Agency

February 20, 2013, Amin was D's client It was a pleasure working with Daniel. He took the time to understand the problem and asked questions when he didn't understand.

He is very knowledgeable in programming and I look forward to working with him again in the future. Adrian Tanasescu

· 1stFirst degree connection

Information Security Specialist

September 24, 2009, Adrian worked with D on the same team I had the pleasure to meet Daniel Bertrand at Securityfocus in a very fast paced environment and then at Symantec.

With an impressive computer experience, Daniel is a master in linux environments and a great mentor.

He is opened minded and a creative person, always trying new ideas.

Daniel is a good team player and a delectation working with him around.

I highly recommend him. Roy Beckman

· 1stFirst degree connection

Retired

September 2, 2009, Roy was D's client Dan did an excellent job creating my business web site. He was very responsive to my goals, input and suggestions for improvement.

I highly recommend him as a web site designer.