Austin Burn

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Experience

December 2020 – March 2024	**IT Systems Analyst** *Professional Computer Services – Saskatoon, SK* ▪ Led the deployment of comprehensive device management solutions ▪ Developed security policies (MFA, conditional access, SSPR, MAM, MDM) up to compliance with NIST 800-172 standards ▪ Executed successful email and data migration projects, minimizing downtime by over 50% ▪ Managed all levels of network infrastructure, provided performance enhancing solutions ▪ Virtualized servers in VMware, Hyper-V, Azure, Proxmox ▪ Deployed, maintained, and upgraded services on Windows Server and Linux hosts ▪ Modernized backup solutions, enhancing data integrity and disaster recovery readiness ▪ Documented IT processes for training and operational continuity
August 2018 – Present	**Embedded Software Engineer** *Razertip Industries Inc. – Martensville, SK* ▪ Collaborate with supervisors and hardware development team to plan projects ▪ Implement stable, well-tested C code for consumer facing devices ▪ Design and actualize UX oriented touch screen interfaces
May 2019 – November 2019	**Service Desk Analyst** *Horizon Computer Solutions – Saskatoon, SK* ▪ Performed and managed large-scale hardware and software projects with the service team ▪ Frequently a leader in ticket completion, ensuring timely resolution of issues ▪ Administrated and maintained Microsoft servers, optimizing performance and reliability ▪ Automated varying tasks via scripting and otherwise ▪ Worked with security and endpoint management systems primarily through Fortinet ▪ Handled remote and on-site service with clients across Saskatchewan
June 2016 – August 2016	**IT Technician Intern** *Crestline Coach Ltd. – Saskatoon, SK* ▪ Carried out company-wide OS upgrades and user support ▪ Automated tasks to ensure upgradability past licensing upgrade deadline ▪ Performed hardware maintenance and upgrades, improving reliability and usability

Technologies

OS: Microsoft servers and clients, Unix servers and thin clients, Apple macOS and iOS, Google Android
Microsoft: Office 365, Visio, Office API, Exchange, Entra, SharePoint, Intune, Forms
Security: Fortinet EMS and hardware, Cisco firewalls and email protection, Sophos AV, MAM
Backup: Barracuda, Veeam, Datto, Duplicati
Scripting: JavaScript, Python, PowerShell, MSDos, VB, VBA, Bash
Development: C, Objective-C, Swift, Java, PHP
Database: SQL; Access, Oracle, SQLite, MySQL, MS SQL, NoSQL; Redis
Version Control: Git

Education

August 2015 – May 2018	**Computer Systems Technology Diploma** *Saskatchewan Polytechnic – Saskatoon, SK*