

Brian Boisvert | brian@brianboisvert.com

Please email me for additional contact information.

Summary

I have worked over 14 years with customer support, computer support and technical services in the manufacturing, retail and service business sectors. Some of my positions include ownership and management of my own company, site administration supporting 200 regional employees for a global company that numbers tens of thousands of employees and help desk support in person and remotely for western Canada region. I am adaptable, quick to learn and very experienced in troubleshooting.

Career Experience

Quad/Graphics (Formerly Quebecor World and Worldcolor)

January 2006 - May 2013

1589 Kebet Way, Port Coquitlam, BC
IT Site Coordinator (Canada)

Quad Graphics is a multi-billion dollar US based global printing company with over 12 000 employees worldwide. A manufacturing company that produces time sensitive and confidential products for date specific public release.

Responsible for all support at the local plant level. Purchases, design and implementations of systems. Managed the phone system, users cell phones and contracts. Maintained the network, wired connections and expanded as needed. Supported Lotus Notes mail system, 3com networking devices, WSUS patching, Symantec Antivirus, VPN and Citrix.

- Disaster Recovery
- Asset Management
- Patch Management
- Microsoft Windows
- Microsoft Office
- Active Directory
- Microsoft Exchange
- Routers
- Switches
- Smart Phones
- Hardware Support and Diagnostics
- Citrix
- Lotus Notes
- Software Installations
- Arcserve
- TCP/IP/DNS/Web Hosting
- Network Administration
- Trend Micro
- Symantec Antivirus
- Technical Support
- Mac OS X

Ramada Limited Downtown Vancouver

2004 - 2006

435 Pender Street, Vancouver, BC
Night Auditor / Site Administrator

Ramada Downtown Vancouver is a smaller sized European style hotel in the heart of downtown Vancouver. As night Auditor I was the only employee in the building from 11PM to 7AM, responsible for guest services, check-ins, check-outs, reservations on top of my auditor responsibilities based around daily finances, posting charges and invoicing clients and partners. Other duties included nightly reports on the days activities for management and through proxy with the companies IT resources in Toronto managed and serviced all the IT needs for this location.

Digital Storm Technologies Inc

1999 - 2007

206 Marmont St, Coquitlam, BC
Owner

Out of high school my friend and I created a computer consulting company that included custom built computers, custom web solutions and internet web hosting services.

Client list included artists such as Norman Tait, Marina Papais and Robert Barratt. Government clients including the Canadian Coast Guard and the City of Coquitlam. Corporate clients included Travellers Inn, JR Furniture, and Pac-West International.

Career Experience Cont'd

School District 43 Coquitlam Centennial School

570 Poirier St, Coquitlam, BC

IT Support Assistant / Network Assistant

1998 - 2000

School District 43 is the third largest school district in BC serving Coquitlam, Port Moody and Port Coquitlam. I was hired on as a student employee to assist in the maintenance of the schools Macintosh computers and network. I took on additional roles of supporting most of the schools network and all computers in the building under the guidance of the resident IT Site Administrator and computer lab teacher.

Education

Douglas College David Lam Campus

1250 Pinetree Way, Coquitlam, BC

2001

I took upgrade courses required for college and selective computer science courses.

Centennial School

570 Poirier St, Coquitlam, BC

1997 - 2000

Graduated in 2000

Self Paced, Personal Education Research and Workplace Exposures

- Six Sigma
- 5S
- Lean Manufacturing
- Kaizen Principles
- RCA (Root Cause Analysis)
- PIPA Compliance
- SOX Compliance

Hobbies / Interests

- Hiking and Camping
- Sci-Fi Movies and TV Shows
- Nature and Wildlife
- Photography
- History
- Science Fiction (Star Trek, B5)
- Film Production
- Politics
- Technology, All of it.