

SIMON MARTIN

IT MANAGER



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PROFILE

Proven expertise in executive-level IT support and high-stakes event technology management, including board meetings, investor relations, and international corporate events.

EXPERIENCE

IT OPERATIONS SUPERVISOR LVL 2

Liberty/Algonquin Power / 2017 – 2025

- Ensured seamless operation and incident resolution by leading a highly engaged level 2 IT operations support team, creating SLAs, and monitoring KPIs
- Reduced company spending and increased company security on returned data-bearing assets through the creation and implementation of a company-wide device reclaim process and a head office inventory management system
- Strengthened corporate security and compliance by implementing processes to manage lost and stolen devices, enabling accurate documentation and streamlined security audits
- Enabled seamless operational integration by coordinating with external vendors to unify access, communication systems, and shared resources across two organizations. Partnered with legal stakeholders to safeguard compliance and ensure clear separation between regulated and non-regulated business units, minimizing risk and supporting strategic alignment
- Ensured uninterrupted operations and accelerated project readiness by coordinating with the facilities team during renovations to strategically deploy technology infrastructure on schedule and aligned with business needs
- Advanced corporate sustainability goals by initiating a head office e-waste program that generated carbon credits, reducing environmental impact, and reinforcing the company's commitment to responsible operations.
- Safeguarded operational continuity during the COVID-19 pandemic by managing onsite technical support, enabling remote workforce productivity, and minimizing disruption to core business functions
- Strengthened investor confidence, enhanced brand consistency, and employee engagement by traveling nationwide with the executive team to support high-impact presentations and ensure the quality and alignment of local investor meetings with corporate messaging

IT CONTRACTOR

Self-Employed / 2009 – 2017

- Delivered comprehensive technical support across multiple organizations in the Greater Toronto Area, optimizing IT infrastructure including email systems, servers, backups, VPNs, and security protocols—to improve reliability, reduce downtime, and enable scalable growth. Configured and deployed test environments that accelerated software development and enhanced quality assurance, driving greater efficiency across technology operations.
- Delivered high-impact web solutions for leading organizations including Intel, VISA, Ottawa Public Library, and USAA, enhancing their digital presence, user engagement, and brand credibility while reinforcing the company's reputation for excellence in enterprise-level design and development

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EXPERIENCE CONTINUED

IT ADMINISTRATOR

Peel Plastic Products / 2008 – 2009

- Solely managed and maintained the company's entire IT infrastructure, ensuring seamless performance and reliability across all employee systems. This hands-on leadership minimized downtime, reduced support costs, and enabled uninterrupted business operations through efficient administration, configuration, and technical support
- Strengthened overall operational efficiency by replacing the company's email infrastructure, resulting in more reliable communication, reduced downtime, and improved cross-functional collaboration
- Protected critical business data and ensured operational resilience by developing and implementing a robust backup system, minimizing risk of data loss and enabling rapid recovery in the event of system failures
- Improved infrastructure reliability and reduced troubleshooting time by optimizing network cabling and upgrading the server room. These enhancements including strategic planning, equipment maintenance, and critical repairs strengthened system performance and supported long-term scalability
- Enhanced workforce productivity and streamlined IT operations by supporting employee applications, maintaining and upgrading multifunction printing devices, and sourcing hardware solutions. Collaborated with external vendors to ensure the timely delivery of technology resources aligned with organizational needs

DESKTOP SUPPORT ANALYST

The Central Group / 2004 – 2008

- Boosted operational efficiency and employee productivity by supporting end-user systems across multiple office locations and remote environments. Ensured seamless onboarding through timely setup of new computer systems and user training, while maintaining critical software platforms to enable smooth and uninterrupted daily operations.
- Strengthened business continuity and communication reliability by managing core infrastructure technologies, including secure email systems and a comprehensive data backup strategy. These initiatives minimized operational risk, protected critical information, and ensured seamless day-to-day performance.

EDUCATION

COMPUTER NETWORKING

Seneca College

CONNECTED LEADERSHIP

Yale

ITIL CERTIFICATION

Global Knowledge

BUDGETING AND SCHEDULING

University of California, Irvine

IT PROJECT MANAGEMENT

Global Knowledge

SERVICENOW ADMINISTRATION

ServiceNow University

TECHNICAL SKILLS

- Windows/MAC/Linux/UNIX
- Active Directory
- Office 365
- Intune
- ServiceNow
- DNS
- SQL
- VPN
- VMWare