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| **Chad Ringström** |  |  |  |  |
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| 12 Kipling Ln. • Niverville, MB R0A 0A2 • Canada |  |  |  |  |
| Mobile: 204-293-4951 •  www.chadringstrom.com • chadodes@gmail.com |  |  |  |  |
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| **Objective** |
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|  | Help others find and understand emerging technologies, identify those that best fit and procure the knowledge to place it into action. |  |  |  |
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| **Employment History** |
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|  | 8/08 - Present |    | **President** | Opus Computer Solutions Inc., Winnipeg, MB |
|  |  |  | **Primary Duties and Responsibilities:*** Lead and manage multiple cross-functional, cross-company project teams.
* Define and articulate project strategy and objectives, scope and business requirements.
* Think creatively to make recommendations regarding execution strategies and potential solutions.
* Ensure all impacted stakeholders are involved, and secure cross functional resources to support project execution.
* Starting right from project discovery, document project scope, high-level solutions and business requirements, and working with IT resources, gather detailed requirements and define detailed implementation plans.
* Identify, research, analyze and manage risks and interdependencies within projects/systems/resources, and formulate plausible solutions/contingency plans in consultation with stakeholders and senior management as necessary.
* Effectively present and communicate project strategies, statuses, risks and key decisions within project teams, stakeholder meetings, and with senior management on a regular basis.
* Manage project budgets and timelines, ensuring that projects are delivered on-time, to scope and within budget.
* Examples of software IT related work include installation and maintenance of a Microsoft CRM, RMS and Project on a self-hosted team foundation Server.
* Complete Install and Maintenance of a multi-Server clustered SharePoint environment.
* Start to finish setups of unified communication environments including the active directory server, clustered exchange servers, and high availability file stores.
* Examples of hardware IT skillsets include clustered server build and deployments, complete network infrastructures, including high density wireless, long range point to point and high bandwidth backends for companies such as Apple, Canad Inns, True North Sports, Investors Group Canada and the Town of Niverville.
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|  | 2/08 - 8/08 |    | **Microsoft Exchange Analyst** | Microsoft Canada, Winnipeg, MB |
|  |  |  | **Primary Duties and Responsibilities:*** Administration, installation, configuration and supporting of MS Exchange 2007/2010, Unified Messaging Email services and support of MS Exchange third party applications (e.g. Anti-virus, Disaster Recovery, and Faxing solutions.)
* Wireless Email services (Blackberry Enterprise Server and MS ActiveSync)
* SMTP/Internet messaging environments
* Active Directory 2008, MS Systems and MS Exchange environment disaster recovery operations and procedures
* Proactive monitoring of all MS server systems as well as messaging operations
* Participation in scheduled and unscheduled system maintenance.
* Development and maintenance of systems architecture and operations documentation.
* Participation in systems testing of patches and updates.
* 24/7 Technical Support of the MS Windows server environment that supports the company’s messaging environment which includes rotating on-call responsibilities.
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|  | 3/06 - 8/08 |    | **Server Technician** | Soroc Technology, Toronto, Ontario (Outsourced to Winnipeg) |
|  |  |  | **Primary Duties and Responsibilities:*** Traveled to remote locations across Canada to upgrade and or refresh servers and client workstation computers for large organizations such as Bank of Montréal and CIBC.
* Backing up of all work related data on server and workstations to remote off-site servers.
* Take down of old equipment and full data eradication via multiple processes.
* Unpacking of new equipment (Rack Mount Server, UPS, LCD Monitor’s, Workstations, Cables)
* Packaging of old equipment for shipment back to Soroc headquarters.
* Installation of new rack mount APC UPS and rack mount server into server cabinet.
* Re-configuration of CISCO router and layer 3 switches for new MAC addresses, remote boot, and VPN.
* Update of configuration for Cisco WAN router for MTS ISDN and DSL for ATM/ABM connection. (Two-way satellite internet connection for extreme remote locations.)
* Setup of new workstation including custom mounting of LCD monitor’s in each kiosk and office.
* Format and imaging of custom bank software on server and each workstation.
* Workstations configured for VPN and domain access.
* Restore all server and user data from remote backup after installation or refresh.
* Often responsible for closing bank as work is done after hours.
* Provide excellent top-notch “day after” support to bank manager and employees.
* Lead co-workers and jr. techs with efficient directions to reduce time consuming services.
* Work quickly, effectively, and efficiently, communicating with head office during all major procedures.
* Diagnose server / workstation DOA’s and software issues promptly and in an orderly fashion.
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|  | 3/07 - 10/08 |    | **RBC Centura Customer Service Repre** | RBC Centura - Royal Bank of Canada, Winnipeg, Manitoba |
|  |  |  | **Primary Duties and Responsibilities:*** Respond to inbound client calls, delivering fast and efficient service assisting a clients with their financial needs.
* Resolve problems at first point of contact in a friendly and helpful manner and refer to more complex situations to senior officers.
* Look for sales opportunities with all clients and refer to appropriate internal officers.
* Adhere to compliance routines in carrying out transactions. Business Description: RBC’s Global Technology and Operations unit provides the technology, innovation and operational excellence required for delivery of a high quality experience to RBC’s 12 million clients. It has 18,000 employees in 33 countries responsible for project execution, channel delivery, process excellence and technological innovation. As a recognized leader in innovation, RBC Financial Group continues to be recognized externally for excellence in IT and Operations. It was recently named as one of the top 100 IT companies in the world by CIO magazine.
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|  | 6/05 - 1/07 |    | **GeekSquad Computer Technician** | GeekSquad, BestBuy, Winnipeg, MB |
|  |  |  | * Received customer units, documented issues with the computer or device, did full diagnostics looking for possible causes of issue, resolved issue in a quick and efficient manner.
* Informed users of training opportunities in the corporate learning center.
* Built, maintained, and repaired computer systems to improve speed, reliability, and efficiency of operation.
* Followed departmental procedures to purchase, configure, and install new or recycled hardware systems, maintaining corporate standards for system compatibility.
* Reduced stress levels of customers by adopting a cooperative attitude and positive approach to every task and assignment.
* Prototyped system upgrades to identify potential problems and learned to operate and troubleshoot new systems.
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|  | 8/04 - 4/05 |    | **Comcast Business Support Agent.** | Convergys, Winnipeg, Manitoba |
|  |  |  | * Provided superior customer service and work quality while demonstrating attention to detail, flexibility and innovation in resolving problems.
* Possess effective communications skills and works well with others at all levels.
* Handled large call volume while maintaining accuracy, efficiency, and a positive friendly attitude.
* Handled customer inquiries and complaints.
* Communicated with customers daily.
* Maintained and encouraged customer loyalty through the courteous and efficient resolution of disputes, complaints, and discrepancies.
* Successfully pacified hostile or antagonistic callers and negotiated a mutually agreeable solution by patiently providing alternatives to reconcile the customer's needs with the company's objectives. Trained both new and existing personnel in company customer service protocol.
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| **Hobbies and Interests** |
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|  | A high-energy, enthusiastic and dependable individual who excels in challenging and competitive environments. I've all ways been fascinated with electronics, technology, and computers in general. In my spare time I am either researching technology topics, repairing electronics, or working on my lab servers that I keep up to date with the latest emerging technologies where I can study and learn from. I love to “keep fit and have fun”, maintain an active lifestyle of hiking, biking, rollerblading, dancing, swimming, scuba diving and ski / snowboarding. |  |  |  |
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| **Capabilities** |
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|    |  | * My capabilities are focused in the technology area. Having a vast knowledge on most technology related products and services.
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|    |  | * My people skills excel by having a good psychological understanding based around emotional intelligence mixed with good attitude make for top notch communication skills.
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|    |  | * A+ Certified, Comp TIA.
* Class M Electrician License.
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|    |  | * MCSE 2000
* Fluent in the entire Visual Studio Suite (Expert in VB.Net and C#)
* Fluent in PHP, HTML 4/5, Ajax, and MSSQL, MySQL, Prosgres.
* Fluent in XCode for OSX, and IOS (iPhone / iPad)
* Fluent in many different \*nix operating systems (Heavy daily activity on Linux due to our VOIP systems running Asterisk, and Unix because our Sun Fiber SAN Clusters run Solaris)
* Hyper-V and OpenVMS/VAX
* Microsoft Dynamics; full install, rebuild and diagnostics of CRM, RMS, SharePoint, MOM, Lync, OCS, in both hybrid, stand-alone and cluster enterprise environments.
* Electrical component repair via microscope, hot air rework and digital soldering techniques
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| **Education** |
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|  | **Diploma, Networking, Minor: Programming,** 1/06 |  |  |  |
| Herzing, Winnipeg, Manitoba |  |  |  |
| GPA: 3.25, Major GPA: 4 |  |  |  |
| * A+, Linux+, Network+, and my MCSE.
* A+ (CompTIA Course Version)
* Technical Presentations
* Windows NT 4.0
* Technical Writing
* Linux Redhat 9
* Novell Netware 6
* TCP/IP ver 4/6
* Windows 2000 Pro
* Windows 2000 Advanced Server
* Exchange 2000 Server
* Managing Windows Server 2003.NET R2
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|  | **Bachelor of Technology, Major: Computer Engineering, Minor: Electronic Engineering,** 6/03 |  |  |  |
| Devry University, Calgary, Alberta |  |  |  |
| GPA: 2.5, Major GPA: 4Fully funded via a High School Scholarship |  |  |  |
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|  | **H.S. Diploma, Computer Science,** 11/02 |  |  |  |
| Aurthor Meighen High School, Portage la Prairie, Manitoba |  |  |  |
| GPA: 2.75, Major GPA: 4 |  |  |  |
| * Attended AMHS since grade 9 -12 -Focused my studies on Technology with computers -Majored in Business and E-commerce .
* Trained in French in junior high
* Later took courses in Spanish, and Japanese at high school.
* Took a Course on Digital Electronics in Winnipeg at red river funded by the school through a gifted student scholarship.
* Graduated with 30 Credits
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