

# Stuart Clark

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## Profile

- IT professional and technology enabler with experience in assisting people and organizations solve their technological challenges.

## Accomplishments

- Extensive experience as a member of the national support teams for several leading companies, supporting up to 2500 workstations and servers across Canada, maximizing operational up time.
- Supervised 3 staff in insuring AXA Canada's backup and disaster recovery goals were met.
- Owner of a technological consulting business providing technology consulting services and training for various individuals and organizations in the London area. Consistently received positive feedback on client service and support.
- Assisted in the setup and operation of a help desk for over 300 media during the World Figure Skating Championships in London Ontario in March 2013, supervised several volunteers during the event.
- Monitoring and problem resolution of London Lawn, a London Ontario free Wi-Fi network consisting of 70 access points and over 1000 clients per day.

## Skills

- **Applications and Environments:** Networker, Tivoli Storage Manager. MS Active Directory, Microsoft Office, JIRA, Confluence, Remedy, Landesk, Support Magic, CA-Unicenter (software distribution), Virtualbox, VMware, Exchange, Google Apps for Domains. Knowledge of HTML, VB and SQL
- **Hardware:** PC and Mac based hardware including servers, desktops and laptops. VoIP phone sets. Switches and Routers from brands such as Cisco and HP. Printers and MFD devices from brands such as HP, Lexmark and Canon, projectors, microphones and audio mixers from various brands.
- **Operating Systems:** Windows Server 2003-2016, Windows XP-10, Mac OS X.
- **Training and Education:** The ability to explain complex technology issues in a way that is understandable to all levels. Developed and refined 'Lunch & Learn' presentations at several of my previous employers. Created training and reference materials to assist understanding of various software products and processes.
- **Supervisor and Management Skills:** I have supervised teams in various roles. This includes setting goals, coaching/mentoring and skills development.

## Experience

### Owner - SClark Consulting 2011-Current

- Providing consulting services in the areas of backup / disaster recovery, system optimization, and productivity

### 4 Month Contract - Client Support Specialist - Schulich School Of Medicine & Dentistry, Western University Dec 2017 - April 2018

- Primary support contact for a help desk supporting 700+ users.
- Software and hardware support for PC's, Mac's, tablets and phones.
- Escalation of incidents to other members of the help desk team.

### Technical Support Specialist, Storage Services - London Life 2016-2017

- Assisted with the monitoring and maintenance of the primary backup environment at London Life and other companies under the Canada Life organization utilizing Networker 8 and 9.
- Nightly backups of 4000+ servers across 2 data centers and several remote locations.
- Level 2 support for backup and recovery inquiries from the business.

### Contract - IT Specialist - Ellipsis Digital (A division of rtraction Canada Inc.) 2013-2016

- Providing technical support and strategy to both internal and external clients for London's leading digital agency.
- Management of the backup and disaster recovery plan.
- Assisted with leases, purchases and asset management of hardware and software.
- Support for various non-profit organizations with their strategic technology plans.
- Assisted in relocating RTCI into The London Roundhouse, a unique space from a facility and technology-planning point of view. The London Roundhouse is a 19th century railway roundhouse that has been converted into a high-tech agency space while retaining its heritage look.
- Provided support for various community organizations that were hosting events at the London Roundhouse. Including UWO Alumni, Sunshine Foundation and the SOHO Community Association.

### LAN Administrator - Intact Insurance (formerly AXA Canada Tech) 1994-2012

Various Roles including:

- **Tivoli Storage Manager Administrator for Canada** - Developed storage and archiving policy; managed ongoing storage trends to anticipate future needs; Nightly backups of 300+ servers in AXA Canada across 4 data centers and several remote locations. Supervised a staff of three to ensure AXA Canada's backup and disaster recovery goals were met.
- **Ontario Disaster Recovery Coordinator** - Planned and coordinated with the National DR Coordinator two disaster recovery tests per year; Implemented and reported on the tests and results; Gave results and recommendations back to senior management.

- **Primary Support Analyst** – Accountable for the operations group’s Infoprint policy printing system which was responsible for all policy and document printing Canada wide; Created custom applications and workflows for the operations department; Delivered operator training on applications; Provided primary support for any day to day issues; Verified server and production logs; Managed backup and archives.
- **LAN Administrator for London Data Centre** - Liaised with national telecom and security teams on matters affecting the Ontario region; Installed and maintained servers, switches and other hardware; Installed software in the data center; Monitored security logs and responded to threats. Assisted with recommendations for future IT purchases and leasing. Supervision of Co-op students from local college on 4 month assignments.
- **LAN Support Technician** - Support Provider for all aspects of the local hardware, software, telephony and network infrastructure in the London area. This included a level 2 help desk function, which involved escalating / managing responses to incidents in both London and Toronto offices.

## Community Involvement

### Chair- London Public Library Board 2014 - Present

- The London Public Library operates a network of 16 branches, which serves the residents of London, Ontario. The board oversees the operation of an \$18 million organization, which had just under 3 million branch visits in 2016. In December 2017 I was elected to the position of Chair.

### Board Member – UnLondon 2010 - 2013

- UnLondon is a registered non-profit organization. The purpose of UnLondon is to make change in and around the community from outside the normal confines of change making, using unconventional methods. This included management of a physical space at the University Of Western Ontario Research Park. UnLondon assisted in managing over \$80,000 in grants in 2013.

### Working Group – London Area Wi-Fi Network (LAWN) 2011 - 2013

- Active member of the Working group for the LAWN, Part of Downtown London initiative to bring Wi-Fi to the downtown area.

## Education

- Microsoft courses including: MCSE, MCSA, MCP covering Microsoft products over the years.
- IBM courses on Tivoli Storage Manager (TSM)
- Train the trainer and supervisor courses
- Computer Support Specialist Certificate Fanshawe College, 1996
- Business Information Systems Diploma Fanshawe College, 1989