

Stuart Clark

519-933-8493 - stu.clark@gmail.com

Profile

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

Accomplishments

- Assisted several organizations in moving to cloud based services, saving significant hardware and licensing costs.
- Supervised 3 staff in insuring AXA Canada's backup and disaster recovery goals were met.
- Extensive experience as a member of the national support team in London for AXA Canada Tech, supporting 2500 workstations and servers across Canada, maximizing operational up time.
- Implemented virtual workstation solution for auto claims adjusters saving \$10,000 in hardware costs over a 3-year lease cycle.
- 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
- 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 (Outlook, Access, Word, Excel, PowerPoint, Publisher), Support Magic (helpdesk & Inventory/purchasing modules), Netware, Virtualbox, Exchange, Google Apps for Domains, VMware, IIS.
- **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.
- **Database Systems and Applications:** MySQL, MSSQL
- **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.

Stuart Clark

519-933-8493 - stu.clark@gmail.com

Experience

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.

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.

Owner – SClark Consulting

2011-Current

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

LAN Administrator – Intact Insurance (formerly AXA Canada Tech)

1994-2012

Various Roles including:

- **Tivoli Storage Manager Administrator for Canada** – Supervised staff of 3. 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.
- **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.
- **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.

Stuart Clark

519-933-8493 - stu.clark@gmail.com

Community Involvement

Vice 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 2014. In December 2015 I was elected to the position of Vice 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. Various
- IBM courses on Tivoli Storage Manager (TSM) Various
- Computer Support Specialist Certificate Fanshawe College, 1996
- Business Information Systems Diploma Fanshawe College, 1989