

Wes Kroesbergen

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Objective

To manage relationships and resources effectively to enable an efficient and enjoyable end user experience.

Knowledge & Skills

- Multimedia Tools: Adobe Creative Suite 3, Quark XPress 7
- CAD Tools: Familiar with the basics of Alias MAYA 7, Punch Pro Home Design
- Office Tools: Microsoft Office (v2003 - v2007), OpenOffice.Org
- Operating Systems: Microsoft Windows (2000, XP, Server 2003, Vista, Server 2008), Mac OSX 10.4-10.5, BartPE, Suse Linux 9.2 Professional, Mandrake Linux 10.1, Fedora Core 6
- Hardware: Experienced with computer hardware, PC's and Mac's, repair and sell customized computer systems and/or software
- Computer Programming: HTML, some experience in Visual Basic, MS Access, C# fundamentals, basic VB Scripting, basic PHP, basic CSS
- Database: some MySQL, Zend Studio
- Other: Lotus Notes/Domino, Blackberry Enterprise Server, Drupal, Microsoft SharePoint 2007, Amazon Web Services (EC2, EBS), Plone CMS

Experience

Principal & CEO

Kroesbergen Consulting

Feb. 2009 - Present

- Intranet maintenance/renewal project
- Website design/implementation
- Design & development of social networking site
 - * Evaluation and proposal of 'cloud' operating systems: Google App Engine, Amazon Web Services, Microsoft Azure
 - * Evaluation and proposal of CMS's: Drupal, Joomla, Xoops, Django, and Plone
 - * Implementation and development of Plone CMS on Amazon Web Services (EC2 and EBS)

Client Technical Analyst

CIBC World Markets

Jun. 2009 - Present

- Transactional Refresh & Image Standardization
- My nightly reports ensured our deployment team was in lockstep with the AD migration team in a two-piece XP pilot
- "Feet on the Street" inventory gathering for a printer optimization project
- Assisted in disconnects/reconnects during office moves
- Coordinated with departments for nightly XP migrations
- Ensured disposal of reclaimed computers adhered to CIBC standards and guidelines

Desktop Rollout Co-ordinator

*Ontario Hospital
Association*

*Apr. 28, 2008 - Aug. 31, 2008,
part-time Sept. 2 - Dec. 25, 2008*

- Testing/analysis of software compatibility with Windows Vista and Microsoft Office 2007
- Analysis and specification of new workstation components
- Implementation of Windows Deployment Services
- Creation of Windows Vista standard corporate image using Microsoft Deployment Toolbench
- RFQ and interfacing with various vendors regarding new computer hardware
- Support and assistance with migration to Microsoft Exchange/Outlook from Lotus Notes/Domino
- Supported Microsoft SharePoint
- Research for new ticketing system
- Assistance with management of user mailboxes, Exchange rules, and BlackBerry Enterprise Server
- Creation/testing of virtual machines in VMWare ESX
- Website maintenance and help-desk support
- 2 Staff Recognition Award nominations

*Web Content & Help-Desk
Coordinator*

Ontario Hospital Association

Aug. 31, 2006 - Aug. 31, 2007

- Published content to the OHA and OHA HealthAchieve 2007 websites in LaunchPad, as well as occasional maintenance of other OHA related sites
- Managed the help-desk and supervised the co-op students, which included their training
- Co-ordinated website layout changes between 3rd party developer and OHA divisions
- Created an OHA Board Member tracking database
- Extensive assistance at the OHA HealthAchieve 2006 convention at the MTCC
- Maintained healthy relations between IT and the clients
- Maintained up-to-date desktop and laptop installation images
- 1 Staff Recognition Award nomination

Co-op Student

Agriculture & Agri-Foods Canada

Jan. 2, 2006 - Apr. 28, 2006

- Managed help-desk for one week while supervisor and coworker were gone on training
- Responded to support requests in a timely and efficient manner
- Set up for video/teleconferences
- Helped keep lab equipment software running properly
- Maintained up-to-date Windows XP/2000 slipstreamed installation discs
- Responsible for server tape backups

Supervisor

Greenclips Lawn Maintenance

June - August 2005

- Supervised crew
- Ensured that jobs met client expectations
- Mowed lawns, trimmed hedges, weeded flower beds

Post-Secondary Education

Seneca College (in progress)

- Two courses left to complete in the Computer Networking and Support program.

Waterloo University

- Enrolled and attended one year in Computer Engineering

Certifications & Qualifications

- Red Cross Standard First Aid
- WHMIS
- CPR level C
- SharePoint Training Level 1 & 2 (from Nexient)

In Progress

- Studying for Windows Server 2008 MCITP

References available on request.