Derek Michael Gagnon

CAREER OBJECTIVE

As an IT Professional with over ten years experience and five years as an Officer in the Canadian Armed Forces, I'm seeking a position where my knowledge and skills can be best utilized along with opportunities for continued growth and development of my personal and technical skills.

PROFESSIONAL EXPERIENCE

Communications and Electronics Engineering Officer   March 2023 – present
Canadian Armed Forces, Victoria, British Columbia

Naval Warfare Officer   September 2018 – March 2023
Canadian Armed Forces, Victoria, British Columbia   (4 years 6 months)

Serving aboard HMCS Regina via CFB Esquimalt, home to Canada's Pacific Coast naval base and home port to Maritime Forces Pacific. HMCS Regina employs over 200 crew and 30 officers.

- Provided administrative support to various departments as Acting Deck Officer
- Supported ship operations and training opportunities for junior members as a Bridge Watch Keeper
- Managed bridge resources, personnel, and ship's program as a qualified Officer-of-the-Watch
- Deployed in 2021 on OP PROJECTION and OP NEON in Japan and the East and South China Seas

System Administrator   September 2016 – September 2018
PEER Group, Kitchener, Ontario   (2 years, 1 month)

Provides factory automation software and services to semiconductor and electronics manufacturers and equipment makers. PEER Group employs over 125 people in Kitchener and Dresden.

- Supported Active Directory, Exchange, DR, and network infrastructure environments
- Successfully led Exchange 2016 migration and core network redesign projects
- Optimized backup efficiency by 25% by identifying and remediating network and file storage bottlenecks
- Analyzed company data growth trends and presented future projections to senior management
- Implemented security patch deployment strategy for Windows servers and clients
- Successfully incorporated AWS S3 cloud services into backup and recovery processes and procedures
- Provided leadership and mentoring to junior department members

Systems Administrator   January 2013 – August 2016
L-3 Wescam, Burlington, Ontario   (3 years 8 months)

Provides systems that capture stabilized, high-magnification images from fixed/rotary wing and UAV platforms to the aerospace defense industry. Wescam employs over 1,000 people around the world.

- Maintained Active Directory and Exchange infrastructure
- Successfully led Exchange 2010 and Exchange 2013 migrations
- Implemented MDM / BYOD solution using Good Technology
- Implemented Video Conferencing to connect organization to other L3 divisions and sector leads
- Active member in infrastructure upgrade projects to meet requirements of organization

- Performed daily monitoring of critical business systems and remediated errors
- Worked regularly with PwC auditors for SOx compliance with IT policies, processes, and procedures

Information Technology Technician   September 2011 – December 2012
L-3 Wescam, Burlington, Ontario   (1 year 4 months)

- Worked with large IT Helpdesk team to provide technical support via tickets, telephone, and e-mail
- Technical lead on Digital Signage initiative while working with other department's stakeholders
- Delivered quotes for hardware & software based on work orders and project needs
- Provided technical assistance with 24 / 7 after hours support
- Installed and maintained servers, workstations, laptops, tablets, telephones and network devices

Computer Support Technician   October 2007 – August 2011
eServices Office, York University, Toronto, Ontario   (3 years 11 months)

Provides support and promotion of e-Learning in York's Faculty of Liberal Arts and Professional Studies, as well as administrative and technical support for 1,200 staff and faculty.

- Provided helpdesk technical support via tickets, telephone, e-mail, walk-ins, and appointments
- Prepared, imaged, and deployed desktops, laptops, and tablet computers
- Provided Windows and Mac OS troubleshooting and software installations
- Upgraded, repaired, and replaced computer hardware and printers

PROFESSIONAL QUALIFICATIONS AND TRAINING

CompTIA A+	CompTIA Network+
Microsoft Certified Technology Specialist (MCTS)	Certificate of Meteorology
Certificate in Amateur Radio Operations	Project Management

EDUCATION

York University, Toronto, ON   September 2006 – April 2011
Bachelor of Science with Honours, Atmospheric Science, Physics & Astronomy

St. Clair College, Windsor, ON   September 2003 – April 2006
Diploma, Computer Systems Technology Networking

VOLUNTEER EXPERIENCE

5S Committee, L-3 Wescam	March 2013 – September 2016
President, York University Atmospheric Science Club	September 2008 – April 2011
Treasurer, York University Atmospheric Science Club	September 2007 – April 2008
Vice-President, Physics Society in York	September 2007 – April 2008
On-Air Radio Personality, CHRY 105.5 FM	May 2007 – August 2011
Canadian Blood Services Donator	June 2006 - present
Vice-President, St. Clair College Information Technology Club	September 2005 – April 2006