

## **Sigmundt Kappel BSc. Computer Engineering Technology**

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### **Objective:**

To be a valued IT professional in a company with a vision for business growth and positive team oriented culture. Where I can contribute high quality results and continue to grow as an IT professional with opportunity towards mastering networking technologies.

### **Education:**

- BSc Computer Engineering Technology Degree (3.5 GPA) - DeVry Institute of Technology, 2001-2004
- Over nine years working directly within the IT industry
- CCNA – Certification (Currently studying for exam - October 2013)

### **2012 – Current: Rigstar Communications Inc. - Field Technician**

- Intense daily interaction with layer 2 and 3 technologies (Switches, Routers and Wireless devices).
- Assisted with data center build from start to finish – (central hub location for all data services for Rigstar).
- Acting network operational support and spend time in field to execute solutions.
- Installing and troubleshooting; Cisco Switches & Routers, Various Wireless RF and microwave technologies (Redline, Ubiquity, Motorola, EnGenius, Dragonwave, Mikrotik), DNS, DHCP, Firewalls, VLAN and VPN.
- Involved with design, management, documentation and support of growing customer servicing network.
- Effectively run various structured cabling solutions throughout commercial businesses and residential locations.
- Troubleshoot and monitor network issues with software like; SolarWinds, Wireshark, and What's up Gold.
- Perform regular changes and maintenance in a complex network environment
- Always aiming to streamline processes, refine documentation and improve team efficiency.
- Configuring and troubleshooting QoS to meet SLA and manage customer expectations.
- Occasional support of VOIP IP phones and provisioning VOIP ATA's for customers.

### **2009 – 2012: SevenSix Inc - Founder / Hosting Server Management / Web Programmer / Online Marketing Consultant**

- Managed Linux-Apache based website and email hosting servers for multiple clients.
- Lead web programmer implementing solutions in php, html, mysql, javascript and wordpress.
- Implemented each client project with a "whatever it takes" attitude.
- Interacted with customers with a high level of respect and courtesy encouraging a positive reflection upon the company brand.
- New client acquisition and consultation leading to successful sales of internet marketing packages.
- Focused on delivering a dream come true customer experience with a lasting sense of high quality value.
- Created records, time logs, reference sheets, procedure documents and project management agendas.

### **2008 – 2009: IronOak IT - IT Networking and Desktop Support / Web Developer**

- Provide Windows server support and administration for clients (Microsoft Exchange, and Active Directory).
- Project lead on "Sharepoint" solution for the communications department of Canadian hydro.
- Provided front line technical support, over phone, remotely and onsite resolving customers challenges.

- Successfully completed various customer support demands relating to MS SQL, MySQL, MS Office, VOIP devices, antivirus, Data backup and recovery, Disaster recovery, Workstation Setup and Troubleshooting, Virtualization, and mobile devices (blackberry phones).

#### **2004 – 2008 Noise Solutions - Network Support / Programmer**

- Project Lead on designing an extended LAN for remote factory to Calgary Headquarters (VPN Solution).
- Managed expanded local area network support over 150 staff across the office, in field and remote manufacturing shop.
- Continuous monitoring and patching of network for security holes
- Administration of Windows Server 2000 services (Active directory, VPN, Exchange, IIS) serving over 150 Staff members.
- Lead C# programmer on Intranet application to integrate sales, accounting and field staff on one common communication system.
- Responsible for onsite daily tape based backup system – backup and restore requests.
- Managed Company wide IT infrastructure inventory and software updates for head office, field staff and remote factory location.

#### **Soft Skills:**

- Enthusiastic about continuous learning and growth to outperform personal best.
- Enjoy working within a team environment but also autonomous and can manage working hours effectively.
- Exceptional interpersonal skills and friendly demeanor - effectively communicating with team members, colleagues and clients.
- Methodical project thinker - planning with the end result in mind.
- Result oriented with excellent problem solving skills.
- Strong verbal and written communication skills - reporting technical information in a clear and concise way.
- Excellent leadership qualities, facilitating effective team interaction and acknowledging each team member's contributions.
- Efficiently manage multiple simultaneous projects.
- A dedicated and driven work ethic with adaptability to take on new projects and challenges as they arise.

#### **Other Notable Technical skills**

- Experience with all aspects of network technologies and related protocols (TCP/IP, DHCP, DNS, switches, routers, firewalls, VoIP, etc.) – Currently completing CCNA
- Working knowledge of with Disaster Recovery Architecture
- Technical Documentation skills involving Microsoft Visio
- Working knowledge Linux Operating system
- Experience with network based storage solutions, specifically NetApp, NFS, and various NAS technologies

#### **Other notables:**

- Able to lift and work with heavy equipment.
- Open to overtime as required.
- Clean Driving Record, Drivers safety trained and own vehicle.
- First Aid, Clean Driving Record, H2S, WHMIS, Drivers Safety Trained.