

Marcus Henry

Technical Operations Lead: Keeping Small Teams Running, Secure & Automated

✉ marcusphentry@gmail.com 📍 Calgary, AB 🔗 www.linkedin.com/in/marcusphentry 🌐 marcushenry.ca

🔗 <https://github.com/marcushenry> 🇨🇦 Canadian & US Citizen

📌 Open to remote and relocation-friendly roles, including a planned move toward Europe

PROFILE

I help growing teams keep their technology running, secure, documented, and easier to manage, so people can stay focused on the business. I currently run day-to-day technology for the Calgary office as the sole on-site IT lead on a distributed corporate IT team. The environment supports 300+ users across access, endpoints, SaaS tools, networking, security tooling, vendors, documentation, and escalations. I fit best with teams that need a practical technical operator: someone who can take ownership of messy internal systems, reduce recurring issues, automate repetitive work, and help move the business toward cleaner cloud and infrastructure practices.

CORE VALUE FOR BUSINESS OWNERS

Keeps day-to-day tech moving

Run day-to-day technology for the Calgary office of a 300+ user company as part of a distributed corporate IT team. I keep people productive, supported, and unblocked.

Connects business needs with technical work

Comfortable working with non-technical teams, vendors, engineering, and infrastructure problems. I translate the issue, find the right owner, and keep the work moving.

Turns recurring problems into cleaner systems

Takes repeated support, access, security, and operations issues and turns them into clearer workflows, documentation, automation, and handoffs.

Has hands-on cloud operations experience

AWS-certified, with portfolio projects using infrastructure as code, CI/CD, containers, monitoring, and secure deployment practices.

TOOLS & CAPABILITIES

Business IT & Technical Operations

Internal IT ownership, onboarding/offboarding, access control, vendor coordination, incident workflows, documentation, SaaS administration, endpoint support, executive/user support

Automation & Systems

PowerShell, Python, Bash, runbooks, SOPs, process improvement, ticketing, Microsoft 365, Active Directory, Azure AD/Entra ID, SSO, VMware, Veeam, Windows/Linux administration

Cloud & Infrastructure

AWS, Terraform, Docker, GitHub Actions, serverless, CI/CD, monitoring/alerts, DNS, TLS, IAM, networking, secure deployment patterns

PROFESSIONAL EXPERIENCE

11/2022 – Present
Calgary, Canada

Systems Operations Administrator

Pandell - ESG Global

- Serve as the sole on-site IT lead for the Calgary office of a 300+ user company, owning local technical operations while coordinating with a distributed IT team, engineering, vendors, and business users.
- Keep people productive by running the support and escalation flow: prioritizing issues, managing access and onboarding/offboarding, resolving endpoint/network/SaaS problems, and following through until the issue is resolved or handed off cleanly.
- Automated a CrowdStrike security-agent migration across 100+ endpoints with PowerShell, replacing manual per-machine work with a repeatable cutover process and reducing operational risk.
- Administer identity, access, Microsoft 365, Active Directory/Azure AD, SSO integrations, VMware, backups, endpoint security, documentation, and ticketing workflows. These are the behind-the-scenes systems that keep the business functioning.
- Reduced hardware refresh costs by comparing laptop pricing across multiple vendors instead of defaulting to single-vendor purchasing, helping lower equipment spend while still meeting user requirements.

05/2021 – 10/2022
Calgary, Canada

Technical Support Analyst (Tier 2)

Alberta Energy Regulator

- Handled 100+ monthly Tier 2 incidents in a regulated 900+ user environment, resolving access, endpoint, network, VPN, DNS, and application issues while documenting repeatable fixes.

CLOUD & AUTOMATION PROJECT WORK

AWS, infrastructure as code, containers, CI/CD, monitoring, secure deployment patterns

- Built cloud projects that show how a small team can host and automate applications reliably: scheduled data pipelines, static web hosting, serverless APIs, monitoring, alerts, DNS, TLS, and automated deployment workflows.
- Created the Canada Men's National Team squad tracker using containerized AWS workflows, infrastructure as code, scheduled automation, secure credential handling, monitoring, and alerting.
- Built a serverless API/visitor counter using API Gateway, Lambda, DynamoDB, version-controlled infrastructure templates, tests, and CI/CD deployment.

CERTIFICATES

- AWS Certified SysOps Administrator - Associate | 09/25
- AWS Certified Solutions Architect - Associate | 06/22
- Kubernetes and Cloud Native Associate (KCNA) | In progress

EDUCATION

2018 Kelowna	BSc Earth and Environmental Sciences <i>UBCO</i>
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LANGUAGES

- English - Native
- Spanish - B1