

# JASON ZONDAG

Aldergrove, BC – 604.825.6792 – [jason@zondag.ca](mailto:jason@zondag.ca) – [linkedin/in/jason-zondag](https://www.linkedin.com/in/jason-zondag)

IT Infrastructure • Cloud • Security • Leadership

## **PROFESSIONAL SUMMARY**

Currently seeking a leadership role where deep technical expertise and practical governance intersect — guiding teams while remaining hands-on.

Seasoned IT Leader and Systems Specialist with extensive experience delivering resilient, secure, and scalable infrastructure in both public-sector and private-enterprise settings. Expert in Microsoft 365, Azure/Entra ID, hybrid virtualization (VMware/Proxmox/Hyper-V), and cybersecurity programs, with a hands-on approach to architecture, deployment, and operations. Recognized for translating complex technical challenges into business-ready solutions, building high-performing teams, and driving measurable results. As comfortable mounting a server in a rack as leading strategic vendor negotiations and budget forecasting — and known for doing both with integrity, collaboration, and a relentless focus on service outcome. Equally effective in legacy environments and modern cloud-native ecosystems, quickly adapting to new tools and operational models.

Currently exploring opportunities to leverage automation, AI-driven monitoring, and cloud-native security practices to enhance service reliability and efficiency.

## **CORE CAPABILITIES**

- Hybrid Cloud Infrastructure (Azure | M365 | VMware | Proxmox)
- Cybersecurity & Access Control (Conditional Access, LAPS, RDP hardening, backup/DR)
- IT Service Delivery & Governance (MSP maturity, documentation, escalation, SLAs)
- Frameworks & Standards - ITIL, NIST, CIS, GDPR/PIPA awareness
- Project & Vendor Management (budgeting | procurement | licensing | contract delivery)
- Process & Policy Development for real-world teams
- Stakeholder Communication — translating tech for non-tech leaders
- Policy Compliance, Audit Readiness, and Business Continuity
- Mentoring, Team Development - expectation setting

## **PROFESSIONAL EXPERIENCE**

### **Senior Systems Administrator / Azure Specialist**

**NOVIPRO** · Sept 2022 – Apr 2025 · Remote (BC)

- Administered internal AD, Microsoft 365, and Azure environments for a national services org, ensuring availability and secure access for distributed teams

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- Identified a high-risk client IaaS migration (VMware 7 → internal VMware 6.5 with insufficient storage) and proposed an interim colocation/transplant of the client's own hardware into the datacenter to preserve the deal, protect service continuity, and buy time to expand internal capacity — an approach the company ultimately adopted
- Deployed Intune/Autopilot and Azure Enterprise Apps to standardize workstation and identity security across tenants
- Performed recurring security and best-practice audits on client and internal tenants; documented gaps and drove remediation with operations
- Advocated for mature documentation, escalation channels, and shared tooling (IT Glue-style) to reduce “tribal knowledge” operations
- Acted as Microsoft SME on cross-functional projects, providing realistic scope and migration guidance when initial assumptions were incomplete

## Senior Managed Services Engineer

**Sea to Sky Network Solutions** · Mar 2019 – Sept 2022 · Vancouver, BC

- Served as escalation point for complex infrastructure, network, and M365 issues across 80+ managed clients
- Designed and implemented migrations (O365, data-centre moves, server refreshes) and DR strategies using Veeam, Datto, and Azure backup
- Introduced and enforced documentation/onboarding standards (IT Glue, KPI monitoring), improving handoffs between support tiers
- Coordinated with ISPs, SaaS vendors, and application providers to resolve multi-party incidents without dropping accountability
- Mentored junior technicians on both technical troubleshooting and client-facing communication — focusing on calm, clarity, and ownership

## Senior IT Specialist

**Wave Point Solutions** · Feb 2003 – Mar 2019 · Abbotsford, BC

- Evolved the company from break/fix to a full MSP operation: RMM/PSA tooling, standard policies, and managed service offerings
- Supported 500+ endpoints across multiple SMB partners
- Built and maintained Windows, Linux, and VMware environments for SMB and mid-market clients; managed AD, Exchange, SQL, SharePoint, and public DNS/hosting.
- Led client infrastructure rebuilds, cloud/hybrid adoptions, and security hardening (firewalling, VPN, MFA/conditional access where supported)

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- Set expectations and codes of conduct for junior techs; handled hiring, coaching, and, when necessary, separations
- Acted as trusted advisor to business owners — often prioritizing long-term client trust over short-term billable hours

## Technical Support Manager

**Uniserve Communications** · 1996 – 2001 · Aldergrove, BC

- Managed a 22-person helpdesk supporting connectivity, desktop, and network issues
- Established escalation channels, shift coverage, and service expectations to maintain responsiveness
- Trained staff to de-escalate user frustration and protect company reputation

## EDUCATION & CERTIFICATIONS

- **BCIT** – Cybersecurity Operations Certificate, 2020
- **Vancouver Career College** – IT Specialist Diploma (MCSE/CCNA/CompTIA/Linux tracks), 2002
- **Microsoft AZ-140** – Azure Virtual Desktop Specialty
- **CompTIA A+, CompTIA Network+**
- Ongoing self-directed training in Azure AD / Entra ID, Proxmox, M365, and infrastructure automation

## TECHNICAL SKILLS

- **Cloud / M365 / Azure:** Exchange Online, SharePoint, Teams, Intune, Autopilot, Azure Files, RBAC, Enterprise Apps, Conditional Access, Azure AD Connect
- **Virtualization / Compute:** VMware ESXi/vSphere (4–7), Proxmox VE, Hyper-V, OVH/Rackspace hosting
- **Networking / Security:** Cisco/Meraki, SonicWall, Sophos, Fortinet, IPsec/SSL VPNs, VLAN/DHCP/DNS, RDP hardening, LAPS
- **Backup / DR:** Azure, Veeam, StorageCraft, Datto, Acronis
- **Automation / Scripting:** PowerShell, Bash, Ansible-core, RMM automation
- **Platforms:** Windows Server NT→2025, major Linux distros (derived from your source résumé)

## PROFESSIONAL ATTRIBUTES

- **Systems-thinking:** Able to integrate people, process, and technology into dependable outcomes rather than silos.

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- **Results-oriented execution:** Completes high-stakes projects end-to-end with consistent delivery
- **Collaborative leadership:** Leads by enabling others and setting examples, treating team success as the priority
- **Strategic practicality:** Anticipates risk and prepares solutions grounded in operational reality
- **Service-first mindset:** Focuses on client and organizational outcomes over personal recognition — building long-term trust