

# QUENTIN ROBERTS

## Experience

2022 - Present      **Lotlinx Inc**      Winnipeg, MB (remote)  
   **IT Manager**

Lotlinx is an automotive technology industry leader in VIN demand that enables precision retailing via patented data science and AI/ML technologies serving car dealerships in the United States and employing 150 employees across five offices, with both hybrid and remote staff, in Canada and the United States. Reporting to the VP, Product Operations, the IT Manager is the key organizational resource responsible for all IT Operations across the organization to ensure IT Service Management and Operations objectives are met while the company scales and leads the implementation of cybersecurity compliance initiatives for SOC 2.

- Execute cybersecurity compliance projects and initiatives while leading the SOC 2 certification efforts.
- Implement new technologies that affect all facets of the organization while being inline with overall business objectives and goals; such as Okta, BetterCloud, and Slack.
- Lead the IT Helpdesk team to ensure IT Service Management is delivered according to established Service Level Agreements.
- Create IT policies, processes, and governance frameworks that all employees must adhere to.
- Lead the user lifecycle management process from onboarding to offboarding, while introducing automation and efficiency to streamline the entire process.
- Build relationships and assess user needs at all levels of the company to identify opportunities for improvement; propose, scope and manage IT projects leading to system improvements.

2013 - 2022      **Secunda Canada LP**      St. John's, NL  
   **IT Coordinator**

Secunda Canada is a marine transportation company serving oil and gas companies in the North Atlantic and employing 100 employees across two offices (St. John's, NL and Dartmouth, NS) and three seagoing vessels. Reporting to the Director, Operations, the IT Coordinator is the key organizational resource responsible for the maintenance and administration of the marine ERP system (ABS Nautical Systems) to ensure asset and compliance management in a dynamic, regulated work environment.

- Build relationships and assess user needs at all levels of the company to identify opportunities for improvement; propose, scope and manage IT projects leading to system improvements.
- Independently prioritize responsibilities and ensure users on shore and at sea have technical support, training and 24/7 on-call user support.
- Interpret business needs and develop applications to interface with fleet management enterprise system (Nautical Systems) and produce custom reports for management decision making.
- Create custom accounting and financial reports in Sage 300 ERP to improve accounts payable and employee expense processes.
- Implement company-wide Cyber Security Plan as per IMO guidelines and regulations.

- Manage servers and networks in offices and onboard vessels; oversee security, backups, disaster recovery; develop annual IT budget.
- Develop and maintain a company intranet using WordPress and Azure Active Directory to host accessible employee information including feeds from social media network Yammer and department blog posts.
- Ensure connectivity of the VSAT satellite internet for vessels and replication of data for fleet management software; develop document management system on a cloud-based web server with intranet tie-in.
- Solve problems related to new vessel acquisition using data sourced via third party databases and formatted for integration in Nautical Systems.

2011 - 2013      **Noseworthy Chapman Chartered Professional Accountants**      St. John's, NL  
**Network Administrator**

Noseworthy Chapman is a full-service accounting firm employing 70 staff in local and remote offices. I reported to the Managing Partner and was the sole IT resource in a company recognized as one of Atlantic Canada's Top Employers.

- Oversee server maintenance, networking, desktop support, backup and disaster recovery, security, IT budgeting, project management, application support and 24/7 user support.
- Initiate a documentation library of IT tasks and standardize a complete range of system protocols including computer names, naming conventions, and network layout; support auditor procedures by creating CaseWare Working Papers templates.
- Develop and deliver training individual and group employee training tools and workshops on a range of topics including security, applications, and standards; develop intranet using MediaWiki.
- Identify technology needs and solutions including remote access (terminal services, SSL VPN), BYOD/MDM, active directory policies, printer management, and virtualization.

Sep - Dec 2010      **Canada-Newfoundland and Labrador Offshore Petroleum Board**      St. John's, NL  
**Co-op Work Term III / Computer Support Specialist**

The Canada-Newfoundland and Labrador Offshore Petroleum Board manages the petroleum resources in the Newfoundland Offshore area on behalf of the Government of Canada and the Government of Newfoundland and Labrador.

- Oversee the IT help desk and respond to user support inquiries on a range of topics including software installations, AD account issues, hardware upgrades and troubleshooting.
- Coordinate weekly and monthly server backups in the data center; develop and maintain an Access database of backup tapes.
- Document work procedures for applications and create user-friendly tutorials.
- Build Access database of end-user IT assets.
- Provide documentation for a new storage area network (SAN) that was being put into production.

Jan - April 2010      **Office of the Chief Information Officer**      St. John's, NL  
**Government of Newfoundland and Labrador**  
**Co-op Work Term II / Computer Support Specialist**

The Office of the Chief Information Officer is a professional information technology and information management organization that supports the government and citizens of Newfoundland and Labrador.

- Promoted to computer support specialist for internal and external IT support services.
- Respond to a broad range of service requests including new computer set up, data recovery from obsolete machines and remotely troubleshooting end-user workstations.

May - Aug 2009      **Office of the Chief Information Officer**      St. John's, NL  
**Government of Newfoundland and Labrador**  
**Co-op Work Term I / Application Analyst**

The Office of the Chief Information Officer is a professional information technology and information management organization that supports the government and citizens of Newfoundland and Labrador.

- Create two series of video tutorials to demonstrate and teach users on the use of HP OpenView and related service pages; design complementary web pages for these videos.
- Build technical, team, problem solving, and communication skills in a service-oriented professional workplace.

## Education

2022      **BetterCloud**, New York, NY  
BetterCloud Certified Administrator

2021      **Canadian Centre for Occupational Health and Safety**, Toronto, ON  
Completed Canada Labour Code, Part II An Overview & Health and Safety Committees and Representatives Certificates

**Skillcast**, London, UK  
Completed Bribery Prevention & Economic Sanctions Certificates

2013      **CompTIA**, St. John's, NL  
Completed A+ Certification 220-801 & 220-802 exams

2008 – 2011      **College of the North Atlantic**, St. John's, NL  
Programmer Analyst (Business) Co-op Diploma

2003 – 2008      **J.M. Olds Collegiate**, Twillingate, NL  
High School Diploma

## Technical Skills and Abilities

Services	Google Workspace, Okta, BetterCloud, Jira, Confluence, Slack, Salesforce, Gitlab, Zoom, Gong, Outreach, Monday, Greenhouse, PagerDuty, Miro, Apple Business Manager, AssetTiger, Active Directory, Exchange, Office365, DNS, DHCP, DFS, GPO, RAS, RDS, ADFS, SQL, IIS, WSUS, FTP, Certificate Authority, ESET, Fortinet FortiOS, Avaya IP Office, Acronis, Veeam Backup & Replication, Backup Exec, McAfee Endpoint Encryption, SonicWall (SRA, VESA, NSA), Blackberry BES, AirWatch, WordPress, Squarespace, LAMP
Networking	Satellite (VSAT, Iridium, Fleetbroadband), Fortinet, SonicWall, Ubiquiti, Vmware, Cisco
Operating Systems	AWS, Azure, Windows Server (2019, 2016, 2012 R2, 2008 R2, 2003) VMware ESXi, Hyper-V, CentOS 5 & 6 (RHEL), Debian, Android, iOS, Windows, MacOS, ChromeOS
Information Systems	ABS Nautical Systems, TM Master, OpsLock, Consultas, Sage 300 ERP (Accpac), CaseWare Working Papers, CaseWare Time, HP Service Manager, Micro Focus Content Manager (TRIM Context)
Development	MySQL, PHP, Java, Visual Basic & VBA, MSSQL, Crystal Reports, Blockchain, Batch, Bash, HTML, XML, YAML, JavaScript, CSS
Tools	Sysinternals, PowerShell, SolarWinds Remote Monitoring, GoToAssist, DISM, iLO, PDQ Deploy, PDQ Inventory, Nagios, SpiceWorks, Wireshark, Nmap, Netcat, VNC, PuTTY, WinSCP, Veracrypt (TrueCrypt), Novell GroupWise
Skills	Troubleshooting, Problem Solving, Process Improvement, Cyber Security, IT Policy, Budgeting, Remote Access, Microsoft Licensing, Server Administration, Backups and Disaster Recovery, Network Architecture, Assembling Hardware, System Management, Installing and Configuring Operating Systems