

RONALD WILLIAM PETTIGREW

Tel: 780.738.0906

Devon, AB

Email: rwpett@gmail.com

SUMMARY

Experienced IT generalist with asset management experience

- End User windows system support both onsite and remotely
- Packaging software, testing windows updates and distribution, remote support
- Troubleshooting automated asset management.

Relevant Experience

IJAH Productions Inc

March 2015 – Present

Web Designer, Videographer

Projects included:

- Web design and domain registration
- Video production and editing
- 360 tour production

Responsibilities included:

- Developing websites for small businesses...
 - determining client needs and wants through business analysis and Client discussions.
 - Identifying and selecting Add-ons to meet the Clients expectations
 - developing the web site using Wordpress and a plugins, SEO. Site maintenance if the client requires it..
- Video editing – Premier Pro and Davinci - taking the raw video and make the story by putting scenes together and removing the non-story related pieces.
- Video production
 - Develop on-boarding process for new clients including questionnaire to make the process more efficient.
 - Meet with the client to determine their requirements, NDA, dealing with financial aspects,.
 - identifying scope of work for the project, setting client expectations
 - developing and managing pre-production plan, production site, manage the shooting schedule. Props,
 - Shooting raw footage with camera
 - Developing and managing the post production plan. Color matching, VFX if needed,
- 360 tour production –
 - Determining client needs and wants, through business analysis and client interview
 - Setting up and taking 360 camera shots,
 - putting the tour together

Technical environment:

- Wordpress, Premier Pro, Davinci, GIMP, OBS, Audacity, Blender, Libre Office, MS Office Suite of tools: Word, Excel, PowerPoint, MS Access, MySQL, Javascript, HTML, PHP, Python, Visual Studio, Windows 10, Linux, Raspberry Pie, SSH, CloudPano Web app

HEWELETT-PACKARD (CANADA) CO., Edmonton, AB

1992 - 2015

Asset Manager/Asset Analyst/DDMI SME

2011 – 2015

Projects Included:

- Worked as part of the Asset management team on various accounts to manage company owned and client owned hardware and software assets from procurement to disposal.
- Developed Universal Discovery install package for MAC OSX computers.
- Analyze data from AD, DDMI and HPCA to identify issues with non-reporting PCs in a fleet of 30,000 PCs and laptops worldwide so that the EUC team could work to resolve.

- Directed a team of technicians to work on issues that resulted in a 25% increase in DDMI reporting systems, worldwide
- Developed scripting and Perl solutions to automatically identify issues on individual PCs related to automated inventory non-reporting.

Responsibilities included:

- briefing the account manager on projects
- researching and developing scripts
- collecting and analysis of data to determine root cause
- leading a team of diverse disciplines to work towards a common goal

technical environment

- Perl, Dos Scripting, advanced Excel, AD, DDMI, HPCA. Windows

End User Computing Level 3 Support

2004 – 2011

Projects included:

- Packaging and distribution of software solutions to reach 80% deployment to geographically dispersed systems in 3 days.
- Technician training to reduce calls to Level 3 support by 60%
- Support Visual Basic internal web application managing computer refresh.
- Support of remote sites

Responsibilities Included:

- packaging, testing off the shelf software for distribution and installation
- Altiris and Active Directory administration to manage software distribution
- Mentoring remote solution and desk side technicians to reduce calls to Level 3
- Maintained and improved an internal Visual Basic application/web site and SQL database to automate PC refresh management.
- Eyes and Hands for Server team and Networking team at remote locations. Reporting to Various towers on issues and resolutions

technical environment

- Wise Packaging, Altiris, MS SQL, visual Basic dotNet, Active Directory policies, Windows, MS Office suite.

Other related Positions

- End User Computing Support.
 - Install, upgrade, troubleshoot end user systems in Northern Alberta, Saskatchewan and NWT. Manage onsite refresh projects.
- Systems Analyst, Imperial Oil.
 - Design, install and maintain Novell networks, Install and troubleshoot and upgrade end user Windows systems. Installed and Managed minivax, managed unix, vms, Datageneral, Starmaster serial network and phone PBX systems
- Gas Plant Operator, Imperial Oil.
 - Operated NGL Pipelines, NGL Separation and Natural Gas compression facilities and associated Steam plant.
 - Control room operator for 5 plants and supervised a crew of up to 7 people
 - Foxboro Distributed Control System Owner for Site operations. Participated in design, installation, testing and enhancements.
 - Designed an Excel spreadsheet that prevented the loss of steam equipment through managing throughput of the NGL facilities.

Volunteer

- Assistant Emergency Coordinator – Amateur Radio Emergency Service
 - assisting in rebuilding the organization
 - preparing talk to Served agencies
 - Managing teams of volunteers
- Assistant Section Manager – Training – Amateur Radio Emergency Service
 - part of Radio Amateurs Canada ARES training revamp
- Board Member – Devon Block Parent program

- Board Member – Treasurer - Alberta Block Parent Association
- Coordinator Devon Citizens on Patrol Society
 - Managing volunteers
- Adult Learning Facilitator – Devon Community Learning Society
 - Facilitated Basic computer, Basic phone and Money management courses.

EDUCATION/CERTIFICATIONS

- COVID-19 Contact Tracing - Coursera
- Basic RPAS pilots license – Transport Canada
- Incident Command System ICS-100, ICS 200– ICS Canada
- Basic Emergency Management – Alberta Emergency Management Agency
- Certified Emergency Coordinator – Radio Amateurs of Canada
- Amateur Radio Advanced and Basic Certificate with Honours - ISED Canada (VE6RWP)
- Restricted Operators Certificate (aeronautical) - ISED Canada
- UAV ground School - Aerobotika
- MCSE+I, MCSE, MCSA,
- ITIL Foundations (EXIN)
- Council Officers Course – Scouts Canada
- Trainer II – Scouts Canada
- Service Team II – scouts Canada
- Third Class Steam Ticket, Completed (not renewed)
- Gas Plant Operator Level 3
- Novel CNE (not renewed)
- High School Diploma – Paul Kane High School – St. Albert Alberta