Gabriel Girouard

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Summary

Bilingual (French/English) security operations coordinator. More than ten years in IT operations, service desk and enterprise systems administration across public safety, financial services and security-monitoring environments. Open to roles in security operations, IT operations and systems administration. Eligible for Government of Canada Reliability Status and Secret clearance.

Experience

Operations Coordinator

ADSS, Ottawa, ON

May 2026 to present

- Coordinate day-to-day service for a security system integrator specialised in access control and video surveillance: schedule and dispatch technicians for maintenance, service requests and small installations, and adjust the daily schedule as calls, preventive-maintenance visits and emergencies come in.
- Point of contact for customers on service requests and job status; receive and log calls, emails and tickets, and keep customers informed of appointment times, delays and follow-ups.
- Create, update and close work orders in the service-management system; keep technician reports, service records, contracts and maintenance agreements accurate.
- Produce daily and weekly operational reports; track service completion, outstanding issues, follow-ups and service equipment; prepare service, monthly and job invoicing.
- Keep documentation audit-ready and aligned with company procedures and security-industry standards.

Security Operations Centre Coordinator

FCi (Fleming Communications Inc.), Ottawa, ON

April 2025 to May 2026

- Day-to-day point of contact for clients and internal teams in both French and English: service requests, incident triage, remote troubleshooting, system diagnostics and configuration updates for security and alarm monitoring.
- Completed a full audit and cleanup of the Lanvac monitoring database in under one month across thousands of accounts: standardised account formatting and naming, aligned maintenance-agreement numbers with current contracts, and flagged dormant accounts that were not being billed so they could be reactivated.
- Audited the Connect24 GSM database and flagged 3G-only receivers before the 3G network shutdown so upgrades and service visits could be scheduled ahead of time. Deactivated unused SIMs dating back to 2015 that were still being billed.
- Built Excel macros to process monthly Alarm.com invoicing across internal divisions: one consolidated invoice per dealer account, allocated accurately into per-division invoicing each month.
- Maintained client verification and call-list documentation for accurate monitoring, audit readiness and continuity of service.
- Managed Job Builder platform operations; created and maintained monitoring and maintenance agreements.
- Cross-trained a new SOC colleague over two months and took part in bi-weekly team meetings to streamline internal processes.

Enterprise Systems Administrator

St. John Ambulance Canada, Ottawa, ON

October 2021 to April 2025

- Administered enterprise platforms supporting 300+ users across Canada.
- Microsoft Dynamics 365: administered Customer Engagement and Finance & Operations. Improved system performance by 35% through optimisation and automation workflows; built custom dashboards that cut reporting time by 40%.
- Azure / Microsoft 365: implemented conditional access policies that reduced unauthorised access attempts by 90%. Managed dynamic scope groups and containerised environments for the organisation's core applications. Cut ticket resolution time by 25% through proactive monitoring.
- Drupal: streamlined the user portal and increased staff adoption by 45%. Built a knowledge base that reduced common support tickets by 30%. Primary technical contact for organisation-wide issues, with a 98% positive feedback rating.
- SharePoint: designed departmental information architecture for 500+ users. Automated document workflows that saved about 20 hours per week of manual processing. Ran training that drove a 60% increase in feature use.
- Led the migration to Dynamics 365 Cloud with zero business disruption. Integrated Dynamics 365 with other enterprise systems, reducing duplicate data entry by 75%.

Payment Systems Operations Analyst

Payments Canada, Ottawa, ON

October 2018 to October 2021

- Primary technical point of contact for Canada's critical payment systems (LYNX, LVTS, ACSS/USBE): troubleshooting and support to financial institutions and internal stakeholders. Sustained 99.99% uptime.
- Analysed performance metrics and built reports that identified trends, prevented recurring issues and improved reliability across national payment infrastructure.
- Implemented real-time system monitoring, batch production controls and fault-tolerance protocols, improving stability and reducing downtime.
- Led verification activities and authored standard operating procedures that improved consistency across teams.

Service Desk Analyst

St. John Ambulance Canada, Ottawa, ON

April 2017 to October 2018

- Level 1 phone and email support across Active Directory, Microsoft Dynamics CRM, Great Plains, Outlook and SharePoint for staff across Canada; VoIP and mobile-device support.
- Coordinated unresolved cases with Level 2 teams: prioritisation, routing and follow-up of tickets.
- Documented IT policies and systems in the knowledge base; trained colleagues and users.

Technical Support Analyst

Hewlett Packard Enterprise, Ottawa, ON

July 2016 to April 2017

- Hardware and application support for multiple enterprise clients by phone, email and internal platforms, meeting each client's service-level agreements.
- Managed and routed escalations by business impact; contributed to colleague training and internal documentation.
- Supported Windows 7 to 10 and Server 2008/2012, Active Directory, Exchange, Dynamics CRM, IBM iSeries/AS400, Hitachi ID, Salesforce, HP ITSM, Cisco VoIP, Citrix, Concur and SAP, plus RF scanners, lab equipment, assembly lines and mobile phones.

Customer Service Representative

Major Group Inc., Gatineau, QC

March 2016 to July 2016

- Insurance support by phone, live chat and email; primary point of contact for clients.
- Examined, processed, calculated and paid claims; prepared payment drafts and verified processing.

Certifications

- CompTIA Security+
- CompTIA A+
- ITIL Foundation
- HDI Support Center Analyst
- Smart Serve Ontario

Education

Cégep de l'Outaouais, AEC in Network and System Administration, March 2016 to August 2017.

Skills and technical environment

- **Security operations:** incident triage and escalation, alarm and video monitoring platforms, client verification, audit-ready documentation, standard operating procedures.
- **Cloud and identity:** Microsoft Azure (VNets, NSGs, storage, function apps, Backup and Recovery vaults), Microsoft 365, Dynamics 365, SharePoint, Entra ID conditional access and RBAC, Azure Monitor and Log Analytics.
- **Systems and virtualisation:** Windows Server, Linux (RHEL), Active Directory, Exchange, VMware and Hyper-V, hybrid cloud migration, IBM iSeries/AS400.
- **Automation and tooling:** PowerShell, Python, Excel macros, Git and GitHub, Azure DevOps, ArgoCD and Kubernetes pipelines, Drupal.
- **Self-hosted infrastructure:** reverse proxies and identity-aware edge, certificates, backups, monitoring, Home Assistant integrations.
- **Client relations** in both official languages.

Languages

English and French, both native or bilingual.

Awards

- Outstanding Productivity Certificate, October 2016
- Job Mastery Certificate, November 2016 and February 2017