Brian Hinds

bhinds-cc@outlook.com • bhinds.ca
363 Greenfield Ave, Kitchener, ON N2C-1E4

Endpoint Operations Technician and IT Service Support Specialist with over 8 years of experience across service desk, software support, and endpoint operations. Skilled in configuring and managing Microsoft Intune groups and devices—including enrollment, compliance policies, and application package deployments—as well as over 4 years of developing, deploying, and maintaining SQL Server databases. Adept at creating PowerShell scripts for automation and remediation, designing and deploying Windows images for labs and classrooms using custom PowerShell-driven workflows, and overseeing software license management with quarterly and annual user-access reviews. Proven ability to troubleshoot hardware and software issues, drive process improvements, and deliver 95%+ customer satisfaction in high-volume support environments.

Professional Experience

Conestoga College, Kitchener   June 2023 — Present
Endpoint Operation Technician

As an Endpoint Operations Technician, I leverage Microsoft Intune to enroll and organize device groups, enforce compliance policies, and deploy application packages at scale—ensuring all endpoints remain secure, up to date, and aligned with organizational standards. I author and maintain PowerShell scripts to automate remediation, bulk user and computer object management in Active Directory/InTune environments, and streamline recurring operational tasks. I also develop, deploy, and maintain a SQL Server database for the organization's shipping inventory system—designing schemas, writing stored procedures, and ensuring real-time stock tracking and reporting with 99.9% uptime. Additionally, I design and deploy custom Windows images for academic labs and classrooms via PowerShell-driven workflows—reducing provisioning time by up to 40%—while overseeing enterprise software license management, conducting quarterly and annual user-access reviews to maintain compliance and optimize costs.

- Configured and managed Microsoft Intune groups and devices-including device enrollment, compliance policies, and application package deployments via MEM Console-supporting over 200 endpoints in corporate and educational environments.
- Created and published application packages in Intune; ensured seamless deployment and ongoing remediation using PowerShell automation scripts.
- Managed software licensing for multiple enterprise applications through dedicated license- management platforms, conducting quarterly and annual user-access reviews to ensure compliance and optimize renewals.
- Developed custom PowerShell scripts to automate Active Directory processes (user provisioning, group management, password resets), reducing manual effort by 50%.
- Designed, built, and deployed standardized Windows OS images for labs and classrooms via a Parted Magic and custom PowerShell-driven imaging solution, provisioning 150+ per quarter and reducing setup time by 40% workstations with minimal user downtime.
- Developed, deployed, and maintain a SQL Server database for the organization's shipping inventory system—designing schemas, writing stored procedures, and ensuring 99.9% uptime for real-time stock tracking and reporting.

Grand River Hospital, Kitchener   January 2019 — June 2023
IT Service Desk Analyst

As an IT Service Desk Analyst, I serve as the first point of contact for end users—capturing, prioritizing, and resolving over 50 daily tickets via a tool like ManageEngine, and achieving an 80% first-call resolution rate through expert hardware and software troubleshooting. I develop and maintain PowerShell scripts to automate Active Directory workflows—streamlining user provisioning, group management, and system remediation—and boost team productivity by 50%

- Achieved 80% first-call resolution by guiding 50+ daily users through hardware and software troubleshooting.
- Developed C# help-desk utilities that improved ticket routing and reporting, reducing average resolution time by 25%.
- Authored detailed incident documentation in ManageEngine to maintain compliance and support audit requirements.
- Develop PowerShell scripts to execute batch tasks and complex algorithm.

As an IT Software Support Technician at Conestoga College, I provided tiered support for over 200 student and staff workstations—troubleshooting and resolving complex software and hardware issues to maintain a 95%+ satisfaction rating. I developed and deployed a C# application with a SQL Server backend to automate data retrieval and reporting tasks, streamlining departmental workflows. Additionally, I designed and maintained standardized Windows images for computer labs using PowerShell-driven deployments, ensuring 99% system uptime across 200+ endpoints. Collaborating with faculty and IT stakeholders, I gathered requirements, documented system updates, and implemented enhancements to support evolving educational needs

- Automated batch user-management workflows in Active Directory via PowerShell, elevating team productivity by 35%.
- Managed deployment of computer lab images, ensuring 99% uptime for 200+ student workstations.
- Collaborated with faculty to gather requirements and implement system enhancements, boosting end-user satisfaction to 95%+.
- Built and deployed an in-house C# application with SQL Server backend, improving data retrieval speed by 30%.

Education

Advanced Diploma, Software Engineering Technology
Conestoga College, Kitchener, Ontario, Kitchener

Microsoft Azure Fundamentals, Learning Tree. Remote

Areas of Expertise

- SQL Database Management
- PowerShell Scripting
- C Programming
- Software Installation

- Microsoft Intune
- C#
- Computer Troubleshooting
- Hardware diagnostics

- Database Management
- C++
- Software Development
- Hardware Installing