

Bryson Wood

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Summary

IT Systems Administrator with experience with **L1/L2 support, ticket resolution, and networking**. Background includes **Windows/macOS** systems, **Windows Server**, device provisioning, imaging, and end-user troubleshooting across desktop and mobile environments. Experienced in supporting **network infrastructure (DHCP, DNS, 802.1q VLANs, 802.11)** and maintaining reliable operations across enterprise and field environments. Experience in **Active Directory, Group Policy, and Entra ID**, including **MFA, M365**, and access control.

Technical Skills

Systems: Windows Server, Active Directory, Group Policy, Entra ID (Azure AD), Microsoft 365, VMware/Hyper-V
Networking: LAN/WAN, VLANs (802.1q), VPN, DNS/DHCP, RADIUS/NAC, 802.11, Cisco, Ubiquiti UniFi, Firewalls
UEM: Windows/macOS, Android/iOS, VoIP, Intune MDM, Device Provisioning/Imaging, User Support, Troubleshooting
Tools & Scripting: Sage 300 ERP, ServiceNow, SQL, PowerShell, Python, Git, Docker, Jira, AWS, PostgreSQL

Experience

IT Systems Administrator

Nov 2025 – Present

Stryker Electronics Ltd.

Port Hardy, BC

- Resolves **L1/L2 support tickets** involving **hardware, software, and network** issues, ensuring timely resolution, thorough documentation, and consistent **SLA adherence** across all business departments.
- Administers **Windows Server** and **Active Directory** environments, implementing automated **Group Policy, WSUS, and MFA** to harden security and ensure **100% patch compliance**.
- Hardens network security by managing **Firewalls, VLANs, and VPNs**, ensuring secure and persistent connectivity for distributed business operations.
- Develops **SQL-level optimizations** for **Sage 300 ERP**, resulting in a **20% increase** in reporting accuracy and a **15% reduction** in complex query execution time.

Field Technology Services Analyst

May 2023 – Dec 2024

BC Wildfire Service

Parksville, BC

- Standardized desktop/laptop **imaging**, mobile device provisioning, and lifecycle management using **Intune MDM**, reducing average setup time for **400+ assets** from **3 hours to 45 minutes**.
- Provided **end-user support** for in-office and remote staff, including **network printer setup, VoIP systems, mobile devices**, and messaging platforms in high-pressure operational environments.
- Deployed and maintained **LAN network infrastructure** using **Cisco** and **Ubiquiti**, establishing high-speed connectivity for **500+ mission-critical users** in remote field environments.
- Maintained strict **SLA targets** by troubleshooting and resolving **L2 networking issues**, including **DNS, DHCP, and 802.1q VLAN** connectivity during active emergency operations.
- Secured **LAN/WAN infrastructure** by configuring **Network Access Control (NAC)**, preventing unauthorized access in multi-tenant environments.

Informatics Analyst

Jan 2022 – May 2022

Interior Health

Kelowna, BC

- Collaborated with a clinical team of 5 to optimize workflows, achieving a **15% reduction** in system latency ticket frequency for enterprise healthcare applications.
- Facilitated technical support using **ServiceNow**, ensuring all system configurations remained compliant within highly regulated medical environments.
- Developed automated reporting tools that eliminated manual data entry, significantly enhancing data integrity and reducing administrative processing time.

Project

Job & Time Tracking System | *Stryker Electronics Ltd.*

Jan 2026 – Mar 2026

- Designed and developed a containerized internal time and cost tracking system, facilitating a **25% reduction** in administrative overhead and increasing project cost visibility.
- Designed a robust **PostgreSQL** backend with **RBAC** and an automated **AWS deployment pipeline** to ensure scalability and secure data handling.

Education

Bachelor of Computer Science

Coursework Completed Mar 2026

Thompson Rivers University, GPA: 3.8

Kamloops, BC