

Caleb M. Irvine

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SKILLS

- **Productivity & Collaboration:** Microsoft 365 (Teams, SharePoint, Excel, Word, PowerPoint, Outlook), PowerApps, Power Automate, Google Workspace
- **Systems & Infrastructure:** Windows Server 2019, Microsoft 365 administration, Intune (UEM), networking (TCP/IP, DNS, DHCP, subnetting), hardware deployment, self-hosted infrastructure (Tailscale, Homebridge), PowerShell, Python
- **Data & Process Improvement:** Dataverse, SQL, Python (Pandas, ETL), Workflow Automation, Requirements Gathering, Data Normalization
- **Software Development:** Python, C#, C++, JavaScript, Java, Swift

EDUCATION

Camosun College

Victoria, BC

Diploma in Information and Computer Systems Technology

September 2024 – Expected August 2026

- **Honours & Awards:** Dean's Honour Roll; Recipient of the 2026 Victoria Innovation, Advanced Technology & Entrepreneurship Council (VIATEC) Award in Computer Science.
- **Leadership:** Elected Chair of the Summer 2026 Technology Capstone Showcase, leading and overseeing the entire event process.

EXPERIENCE

Information Technology Lead

May 2025 – Current

Regional Facilities & Healthcare Contractor (Under NDA)

Victoria, BC

- Direct IT operations, tech procurement, and workflow strategy for a commercial service provider supporting 100+ distributed frontline and administrative staff.
- Administer Windows Server 2019 alongside Microsoft 365 and endpoint tooling, supporting day-to-day server operations, access controls, and infrastructure reliability for office and field workflows.
- Unified endpoint management for a mixed Windows/Apple environment using Microsoft Intune and Google Workspace, enforcing least-privilege access controls, endpoint encryption, and secure device onboarding.
- Engineered low-code mobile Power Apps and Microsoft Lists solutions utilized by frontline workers for compliance tracking and secure key hand-offs across 80+ operational sites.
- Developed internal SharePoint portals for SOP documentation and interactive tutorials, drastically reducing onboarding time for new administrative and field-support hires.

Systems Technician

May 2024 – April 2025

Mother Computers

Victoria, BC

- Acted as a primary consultant for small business and educational clients, providing systems analysis to scope hardware upgrades, OS migrations, and cross-platform solutions.
- Managed a high-volume service queue as the go-to Apple specialist, prioritizing client needs to ensure rapid turnaround on OS deployments and hardware repairs.

Apple Advisor

October 2023 – May 2024

Best Buy Canada

Victoria, BC

- Provided frontline technical guidance to customers and team members, translating complex device setup and configuration steps into clear, accessible instructions.

Certified Apple Systems Technician

September 2019 – August 2021

CityMac

Bellingham, WA

- Managed a high-volume repair queue, personally handling over 40% of the department's device throughput while maintaining excellent customer satisfaction through direct client communication.