

Micah VanEwyk

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Professional Summary

IT support and internal applications professional with experience across automotive, federal government and healthcare environments. Supports approximately 210 employees through in-person, remote-control and phone troubleshooting. Practical experience includes VPN access, printer IP configuration, Cloudflare domain administration and NAS setup, alongside Windows and macOS support and personal Linux troubleshooting. Combines clear user communication and documentation with requirements gathering, testing and maintenance of hosted internal software.

Core Competencies

- **Application Support & Troubleshooting**
 - **Windows & macOS Support**
 - **Personal Linux Troubleshooting (Bazzite, Ubuntu & SteamOS)**
 - **Printer IP Configuration, VPN Support & NAS Setup**
 - **Cloudflare Domain Administration**
 - **Cherwell; Jira for Academic Scrum Projects**
 - **User Training, Documentation & Microsoft 365**
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Professional Experience

Progressive Auto Sales – IT Specialist

Sarnia, ON | Sept. 2025 – Present

- Support approximately 210 employees across five dealerships and a body shop; handled an estimated 50+ support requests weekly as the sole internal IT professional during May 2026
- Define requirements, review implementation, test workflows and maintain LotFlow, a hosted dealership workflow application
- Provide in-person, Teams remote-control and phone support; explain troubleshooting steps, test solutions and coordinate with staff and external IT providers
- Investigated ODIS connectivity failures with a colleague, identifying a missing hosts-file entry for the D3 Edgebox; later installation issues could be resolved in minutes
- Set up and maintained VPN access for a separate detail shop, allowing staff to access PBS and clock in remotely

Agriculture and Agri-Food Canada (AAFC) – Information Management Assistant (FSWEP)
Ottawa, ON | Sept. 2024 – Apr. 2025

- Built and deployed a Python file-disposition application used to remove approximately 2.2 TB of files following review
- Created user guides, training materials and application-retirement documentation; led stakeholder demonstrations for supervisors and key users
- Supported SharePoint Online migration and records digitization by cataloguing physical records and recording their information for future retrieval
- Prepared eligible records for shredding while following established information-management processes

Bluewater Health – IT Support Technician (Co-op)

Sarnia, ON | Sept. 2019 – Jan. 2020

- Supported clinical and administrative staff with access to hospital systems
- Installed and configured workstations, printers, and network devices across clinical and administrative areas
- Managed user accounts and resolved hardware and software issues
- Supported secure printing solutions to protect sensitive patient information
- Maintained IT asset inventory (Cherwell) and collaborated with TransForm Shared Service Organization to support system access and security standards

Additional Healthcare & Support Experience

Christian Horizons/Karis Disability Services – Direct Support Professional

Ottawa, ON | Mar. 2023 – Dec. 2023

- Supported individuals with daily living activities, including scheduling, meals, and medication routines
- Assisted clients with using technology for communication and virtual meetings
- Applied de-escalation techniques and emotional support strategies in high-stress situations

Education

Bachelor of Information Technology (B.I.T.) – Information Resource Management

Carleton University & Algonquin College | Degree conferred June 2025