

Jordan Aizpiri

IT Supervisor

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PROFESSIONAL SUMMARY

IT Supervisor with hands-on ownership of identity, Microsoft 365, endpoint operations, service delivery, security posture, and cross-functional project delivery for a multi-company environment of approximately 200–300 users. Supervises a team of three while remaining involved in technical work: prioritization, vendor coordination, and delivering projects through to completion. Track record includes 400+ users supported, 5,000+ tickets completed, and multi-site operations across five locations.

EXPERIENCE

IT Supervisor

Tri-Mach Group Inc · Elmira, ON

June 2023 – Present

- Supervise a team of three IT professionals; coordinate with Business Applications on licensing and implementations.
- Own service delivery operations including ticket prioritization, SLA management, escalations, and documentation standards.
- Administer Active Directory, Microsoft 365, Entra ID, and Exchange Online across office, plant, and field users.
- Manage endpoints and monitoring via platforms such as Atera, Knox Manage, Aruba Central, and Sophos Central.
- Partner with leadership on requirements, security risk, incidents, and technology standards.
- Develop IT budgets and present them for management review; coordinate with vendors and MSPs on infrastructure and projects.

Selected work projects: Service delivery improvement (ticket volume reduced from ~75 to ~25 per technician via intake redesign and service catalogue); SolidWorks upgrades for SolidWorks users with no downtime during business hours; acquisition readiness for two buildings (portals and networking); deployment of 40+ shop-floor tablets with configuration, rollout, and training.

IT Support Specialist

Tri-Mach Group Inc · Elmira, ON

May 2021 – June 2023

- Provided escalated technical support for IT staff and end users across office, manufacturing, and field teams.
- Completed a substantial share of departmental ticket volume while improving onboarding documentation and procedures.
- Supported identity, collaboration, remote management, security tooling, and specialized engineering applications.

Human Resources Assistant

Linamar Corporation · Guelph, ON

June 2019 – May 2021

- Maintained accurate employee data for payroll, benefits, and corporate systems; coordinated with external agencies and vendors.
- Built Excel-based reporting and validation workflows in a high-volume manufacturing HR environment.

Tech Tutor

Conestoga College · Kitchener, ON

September 2017 – May 2019

- Supported faculty and students with Office 365, campus systems, printing, and connectivity.
- Developed training materials and AODA-oriented documentation for peer staff onboarding.

SKILLS

- **Identity & Microsoft cloud:** Active Directory, Entra ID, Microsoft 365, Exchange Online, hybrid identity, AWS fundamentals / IAM
- **Endpoints & security:** RMM (e.g. Atera), MDM (e.g. Knox Manage), networking tools (e.g. Aruba Central), endpoint security (e.g. Sophos Central)
- **Leadership & delivery:** Team supervision, hiring & training, vendor management, IT budget creation and management review, project delivery, multi-site support
- **Cloud projects & labs:** IAM, VPCs & networking, Cloudflare DNS, domain management, Supabase, API credentials

EDUCATION & CERTIFICATION

- Conestoga College — Post-Graduate Certificate, Human Resources Management (2019), High Distinction (GPA 3.95)
- Conestoga College — Protection, Security and Investigation Diploma (2018), High Distinction (GPA 3.92)
- CompTIA Network+ — earned; renewal / re-certification in progress

PERSONAL PROJECTS

- **Workflow Tracer** — Chrome extension for recording browser workflows (Chrome Web Store, 80+ downloads)
- **StewardTracker** — iOS app for tasks, notes, and calendar (App Store)
- **Mods4Hire** — developed the public web platform for a community-moderation marketplace (mods4hire.com)