
CATHERINE M. SINSKY-DA PONTE

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PROFILE (ctrlaltdelight.ai)

IT Team Lead and logic-driven systems specialist with an established history of stabilizing complex, multi-vendor enterprise environments. Highly competent in endpoint logistics, identity and access management, and the integration of AI-assisted diagnostic models into daily troubleshooting workflows. Refuses to treat recurring symptoms; engineers permanent structural resolutions to infrastructure bottlenecks without disrupting business continuity.

CORE TECHNICAL COMPETENCIES

- **Enterprise Infrastructure & Access:** Active Directory, M365, Exchange, Identity Management (IAM), MFA Migration Pipelines, Secure Remote Access (FortiClient VPN, IPsec).
- **AI Ops & Process Engineering:** AI Workflow Integration, Diagnostic Logic Testing, Automated Triage, SOP Authorship, Technical Translation, Forensic Root-Cause Analysis.
- **Endpoint & Specialized Systems:** Windows/macOS/Linux Hardware Diagnostics, Dealership Management Systems (DMS), Proprietary Diagnostic Tooling, Biometric ID Scanners, High-Volume Networked Printing.
- **Enterprise Applications & ERP Security:** SAP S/4HANA and SAP Business Suite authorization concepts, role-based access control (RBAC), and enterprise resource planning logic.
- **Hub Logistics & Telemetry:** Hub execution workflows, centralized shipment tracking pipelines, and API telemetry integration logic (AfterShip).

PROFESSIONAL EXPERIENCE

IT TEAM LEAD, THE BUDD'S GROUP OF COMPANIES; OAKVILLE — 2025-PRESENT

- **Endpoint Deployment & Logistics:** Orchestrated the physical configuration and deployment of 400+ Windows endpoints to bypass OS hardware incompatibilities ahead of a rigid October deadline across multiple dealership locations.
- **Identity & Perimeter Security:** Enforced a hardened identity perimeter by architecting the migration of 700+ legacy accounts into a mandatory Multi-Factor Authentication (MFA) and secure credentialing pipeline.
- **AI Ops Integration:** Embedded AI-assisted research models into daily support workflows, utilizing the technology to drastically accelerate diagnostic logic testing and complex issue resolution.
- **Infrastructure Triage & Management:** Control active directory permissions for a sub-100 user VPN footprint while serving as the centralized operational core for enterprise ticket lifecycles and priority delegation.
- **Strategic Vendor Escalation:** Function as the primary technical interface against external vendor support; leverage forensic log collection and failure pattern mapping to force SLA compliance and prevent hardware blame deflection.
- **Revenue-Critical Hardware Support:** Maintain the physical hardware layer spanning point-of-sale terminals, biometric ID scanners, and high-volume dealership printers, actively fixing communication priority errors before they impact revenue.
- **Root-Cause Analysis & Logic Support:** Troubleshoot connectivity, line-of-business applications, and localized anomalies, locating the actual structural hinge of a problem instead of treating the nearest symptom.
- **Systematic Documentation:** Document fixes, tighten operational processes, and clean up communication to ensure users do not need a translation layer and leadership does not need a scavenger hunt to track system changes.

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IN-HOME SERVICE TECHNICIAN, GEEK SQUAD, BEST BUY; BURLINGTON — 2022-2025

- **Field Diagnostics:** Reduced average service call times by 30% via hyper-accurate initial triage spanning hardware, software, and localized networking.
- **Client Communication:** Maintained a >90% Satisfaction Index by converting complex diagnostic telemetry into accessible, jargon-free user guidance.
- **Regional Performance:** Consistently ranked as the top-performing field technician in the Halton region, recognized for diagnostic accuracy and the elimination of repeat service calls.
- **First-Visit Resolution:** Correctly identified whether issues were strictly hardware, software, or network-related to ensure the actual localized problem was permanently fixed on the first visit.

TECHNICIAN / CUSTOMER SERVICE REP, CANADA COMPUTERS; BURLINGTON — 2021-2022

- **Hardware Diagnostics:** Operated as the sole on-site technician managing enthusiast-tier hardware diagnostics, custom PC deployments, and catastrophic OS recoveries.
- **Inventory Procurement:** Controlled procurement logistics and RMA workflows via enterprise ERP systems to drastically compress repair turnaround times.

BUSINESS LIAISON, UKFAST; MANCHESTER, ENGLAND — 2015-2018

- **Data Center Logistics:** Directed supply-side resource logistics for physical data center deployments and client-facing server migrations.
- **Client Support:** Delivered complex hosting support by translating server infrastructure telemetry into actionable client recovery plans, contributing to national customer service recognition.

TECHNICAL PROJECTS & LOGIC INTEGRATIONS

- **Enterprise Application Logic:** Apply structural authorization concepts and strict access models to enterprise-scale environments, translating SAP S/4HANA security architectures into actionable deployment logic.
- **Logistics Telemetry:** Audit and manage high-volume resource logistics, integrating localized hub execution logic with centralized tracking platforms to ensure absolute data transparency.

EDUCATION

- **BA (Hons) Social Sciences:** Major in Psychology; Minors in Philosophy and Mathematics | Richmond American University; London, England
- **CESI Accredited Secondary Diploma:** AP Calculus, Physics, Biology | Bishop's College School; Sherbrooke, QC

TECHNICAL INTERESTS & LOGIC SYSTEMS

Custom PC architecture and hardware overclocking, logic-based smart home automation, classical piano, and competitive gaming.