CATHERINE M. SINSKY-DA PONTE

PROFILE

Dynamic systems generalist with a keen eye for detail and a strong passion for efficiency. Exceptionally confident in deconstructing complex problems, utilizing high memorization skills and rapid adaptability to learn. Known for tackling decentralized infrastructure challenges with enthusiastic tenacity. Proven ability to stabilize multi-vendor environments, enforce repeatable standards, and permanently resolve recurring bottlenecks without interrupting business continuity.

SKILL SETS

TECHNICAL SKILLS

- Enterprise IT Infrastructure and Endpoint Lifecycle Management.
- Identity and Access Management (Microsoft 365, Exchange, Active Directory, MFA).
- Network Connectivity and Secure Remote Access (FortiClient VPN, IPsec, Routing).
- AI Workflow Integration (Troubleshooting, research, and testing diagnostic logic).
- Specialized Dealership Support (DMS, Diagnostic Tooling, ID Scanning).
- Hardware and Software Diagnostics across Windows, macOS, Linux, and Proprietary Firmware.

OPERATIONAL & LINGUISTIC SKILLS

- Technical Translation: Providing clear steps for users and raw root cause data for IT teams.
- Priority Triage and Delegation: Managing the enterprise ticket lifecycle to prevent issues from being buried.
- SOP Authorship: Documenting fixes and tightening processes to stop recurring problems from wasting the same hour twice.
- Strategic Vendor Escalation and Cross Location Troubleshooting.

INFRASTRUCTURE TRIAGE & OPTIMIZATION

- Executing forensic root-cause analysis to permanently resolve complex network and hardware failures, significantly minimizing recurring support cycles.
- Bridging the gap between technical execution and business operations by delivering transparent, accessible reporting to stakeholders at all levels.
- Accelerating diagnostic workflows through rigorous process standardization and the strategic integration of AI-assisted research models

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EXPERIENCE

IT TEAM LEAD, BUDDS' GROUP OF COMPANIES; OAKVILLE – 2025-PRESENT

Endpoint Deployment and Logistics: Organized and led the physical swap, configuration, and deployment of over 400 Windows endpoints ahead of a strict October deadline to bypass Windows 11 hardware incompatibilities across multiple dealership locations.

Identity and Security Migrations: Enforced a hardened identity perimeter, managing the migration of 700+ legacy accounts to Multi-Factor Authentication (MFA) and secure credentialing pipelines.

Secure Remote Access Operations: Managed the Active Directory permissions and access structure for a FortiClient VPN deployment, securely bridging an under 100 user off site footprint.

Priority Triage and Delegation: Act as the operational core for centralized IT, organizing priority triage, delegating the enterprise ticket lifecycle, and ensuring actual issues do not get buried under whoever noticed the symptom first.

Operational Technology Management: Direct the lifecycle and sustainment of distributed endpoints in high friction environments, ensuring maximum uptime for proprietary diagnostic tools and vendor locked hardware.

Systematic Documentation: Document fixes, tighten processes, and clean up communication to ensure users do not need a translation layer and leadership does not need a scavenger hunt to know what changed.

AI Workflow Integration: Heavily integrate AI into daily operations for troubleshooting, research, and testing internal logic, utilizing it as a tool to sharpen technical judgment rather than replace it.

Root Cause Analysis: Troubleshoot connectivity, line of business applications, and the classic "it works everywhere but here" category of nonsense, locating the actual hinge of a problem instead of treating the nearest symptom.

Specialized Hardware Support: Maintain the physical hardware layer that actually keeps the business running, from point of sale terminals and biometric ID scanners to high volume dealership printers, fixing communication priority errors before they impact revenue.

Strategic Vendor Escalation: Serve as the technical translator between frustrated users and external vendor support. I collect the exact logs, system states, and failure patterns required to force a resolution, stopping third party support from deflecting blame back onto local hardware.

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EXPERIENCE CONTINUED

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

Field Diagnostics and Repair: Reduced average service call times by 30% by focusing on accurate initial diagnostics. Correctly identified whether issues were hardware, software, or network related to ensure the actual problem was fixed on the first visit.

Clear Communication: Maintained a 90%+ Satisfaction Index by breaking down tech issues into plain language, avoiding jargon, and setting realistic expectations for users.

Regional Performance: Consistently ranked as the top performing field technician in the Halton region, recognized for accuracy and stopping repeat issues

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

Hardware Repair: Handled on site repairs as the sole technician, diagnosing and fixing enthusiast level hardware, custom PC builds, and operating system crashes.

Inventory Management: Managed procurement and RMA processes through ERP systems to get parts quickly and keep repair turnaround times short.

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

Data Center Logistics: Managed supply side resources and planned the physical logistics for data centre deployments and client data migrations.

Client Support: Quickly learned complex hosting setups to troubleshoot client facing server issues, helping the team win national recognition for customer service.

EDUCATION

RICHMOND AMERICAN UNIVERSITY LONDON; LONDON, ENGLAND

BA (HONS) Social Sciences: major in Psychology with a minor in Philosophy and Math

BISHOP'S COLLEGE SCHOOL; SHERBROOKE, QC

CESI accredited secondary diploma, AP courses: Calculus, Physics, Biology, and English

EXTRACURRICULARS

I am passionate about PC gaming across all genres and very much love building and optimizing custom PCs, especially overclocking. I am constantly modifying my smart home automation, as well as skilled in playing the piano and clarinet. Additionally, I actively participate in sports such as tennis, golf, and running. I am a dedicated dog owner who enjoys training and bonding with my pets, and lastly watching reruns of 90s sitcoms.

REFERENCES AVAILABLE UPON REQUEST

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