Jon Vandermeer

Sales Support & Automation Specialist

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PROFESSIONAL SUMMARY

IT operations professional with more than twenty years of experience spanning service delivery, business systems, automation, and technology operations. Led service delivery, procurement, and internal operations at Quicktech, and now supports sales systems and automation at iTBlueprint using Salesforce, CPQ platforms, and integrated business applications. Hands-on experience developing workflow automation, system integrations, reporting solutions, and web applications using Python, APIs, Power Automate, and modern web technologies, with a growing focus on applying AI to improve business processes and productivity.

CORE SKILLS

Automation & Development	Python, Power Automate, REST APIs, ConnectWise API, Salesforce, CPQ / QuoteWerks, SQLite, Git	**Sales Operations**	Salesforce CRM, CPQ, Procurement, Vendor Management, Sales Workflow Automation
Cloud & Infrastructure	Microsoft Azure, Microsoft 365, Entra ID, Intune, Windows Server, Networking, Firewalls	**Security**	Threat Monitoring, Vulnerability Assessment, Risk Mitigation, Security Operations, SIEM
Data & Reporting	Power BI, BrightGauge, Polars, Pandas, Plotly	**Delivery End to End**	Scoping & Requirements, Solution Proposals, Project Management, Implementation, Handover & Support
Leadership & ITSM	Operations Management, ITIL 4, Team Leadership, Process Optimisation		

PROFESSIONAL EXPERIENCE

Sales Support and Automation Specialist — 2024 - Present

iTBlueprint Solutions Inc. | *Vancouver, BC*

- Improve sales workflows and automate recurring steps in the quoting and purchasing process.
- Configure and manage CPQ (Configure, Price, Quote) tools for sales quoting.
- Administer Salesforce, including data maintenance, user access, customisation, and sales automation.
- Coordinate vendor quotes, process purchase orders, and track purchasing costs.
- Plan and coordinate sales systems projects across teams through implementation.

Director of Operations — 2002 - 2024

Quicktech | *Vancouver, Canada*

- Directed service delivery, back office administration, and project management
- Built automations with Python, Power Automate, and APIs for phone systems, alerts, and print management.
- Handled scripting and integrations for PaperCut, ConnectWise, BrightGauge, 3CX, and QuoteWerks.
- Managed hardware and software purchasing, from vendor selection and quotes through replacement planning.
- Reconciled monthly financial records with external financial controllers and internal teams.
- Managed and mentored the Accounting Clerk, Service Coordinator, and Service Delivery Manager.
- Led threat mitigation, vulnerability assessments, and security risk reviews.

Instructor, Interface Design — 2002 - 2003

College of Interactive Arts | *Vancouver, BC*

- Wrote and taught a college-level Interface Design course, including lectures, assignments, and assessment criteria.
- Instruction focused on UI/UX principles, usability, wireframing, and design tools.

UI/UX Designer / Web Developer / QA Lead — 1998 - 2001

Radical Entertainment | *Vancouver, BC*

- UI/UX Designer (2000–2001): Designed UI mock-ups and interactive prototypes for console and PC games including The Simpsons: Road Rage.
- Web Developer (1999–2000): Developed and maintained internal and external web platforms supporting communication, project tracking, and documentation.
- QA Lead (1998–1999): Led QA for Fox Sports NBA Basketball 2000 (PC/PlayStation), managing test cycles, bug tracking and platform certification compliance.

EDUCATION

M.S. Information Technology (In Progress) Mar 2027
Western Governors University (WGU)

B.S. Information Technology Sep 2026
Western Governors University (WGU)

Embedded certifications (B.S. Information Technology): CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Cloud+, CompTIA Linux+, CompTIA IT Operations Specialist (CIOS), CompTIA Cloud Admin Professional (CCAP), CompTIA Secure Infrastructure Specialist (CSIS), CompTIA Secure Cloud Professional (CSCP), ITIL 4 Foundation, Oracle Database Foundations.

CERTIFICATIONS

ITIL 4 Foundation (ITIL)	PeopleCert / Axelos
CompTIA Security Analytics Professional (CSAP)	CompTIA
CompTIA Secure Cloud Professional (CSCP)	CompTIA
CompTIA Secure Infrastructure Specialist (CSIS)	CompTIA
CompTIA Cloud Admin Professional (CCAP)	CompTIA
CompTIA IT Operations Specialist (CIOS)	CompTIA
CompTIA Systems Support Specialist (CSSS)	CompTIA
CompTIA Linux Network Professional (CLNP)	CompTIA
Foundations of Operationalizing MITRE ATT&CK v13	AttackIQ
AWS Certified Cloud Practitioner (CCP)	Amazon Web Services
Oracle Database Foundations	Oracle
CIW Advanced HTML5 & CSS3 Specialist	CIW
CIW User Interface Designer	CIW
Google IT Support Professional Certificate (Google IT Support)	Google
Google / CompTIA Dual Credential	Google / CompTIA
Cisco Renewals Manager	Cisco