

# Robert Maillet

## IT Systems Supervisor | Bilingual Solution Leader & IT Developer

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### SUMMARY

IT Systems Supervisor and native bilingual (English/French) solution leader with 20+ years in IT, from the help desk to owning the infrastructure. I turn manual, costly processes into simple automated ones with Business Central (AL), n8n, and Next.js, backed by hands-on networking, security, and virtualization experience. I work with an operator's mindset: technology only counts once the frontline teams actually use it.

### 20+

years in IT

### \$200K+

estimated annual consultant billing saved through in-house Business Central development

### EN / FR

native bilingual delivery and training

### CORE SKILLS

|                                      |                                                                                                                                                                     |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Automation &amp; integration</b>  | n8n · Appsmith · Business Central automation · APIs & webhooks · EDI (210 / 997) · Azure SFTP · PowerShell                                                          |
| <b>Development</b>                   | Dynamics 365 Business Central · AL · Business Central APIs · Next.js · Web development · Technical architecture                                                     |
| <b>Infrastructure &amp; security</b> | Microsoft 365 & Azure AD · Exchange Online · Active Directory · Cisco networking · Palo Alto · VMware & Nutanix · SAN · CrowdStrike · Firepower · Backup & recovery |
| <b>Leadership</b>                    | Team leadership & mentorship · IT strategy & budget · Vendor & project oversight · Change management · Contract negotiation · Bilingual training                    |

### EXPERIENCE

#### TORLYS

Aug 2014 – Present

##### IT Systems Supervisor

Aug 2021 – Present

- Lead in-house developer for Dynamics 365 Business Central: wrote the core company extension in AL, saving an estimated \$200,000+ a year in consultant billing hours.
- Built custom Business Central modules for pricing logic and the claims process, and automated warehouse tasks, including Bill of Lading improvements.
- Replaced a proprietary EDI solution costing up to \$4,800 a year with an n8n, Azure SFTP, and Business Central workflow that automates EDI 210 inbound and 997 outbound.
- Designed, built, and deployed an intranet Sales Dashboard (Next.js, Business Central APIs) rolled out to roughly 40 sales reps.
- Own the infrastructure: refreshed switches and routers, upgraded edge firewalls to Palo Alto, and migrated virtualization from VMware to Nutanix, saving thousands in licensing and support costs.
- Lead and develop the IT team, set the technology direction and IT budget, and oversee vendors and projects from costing to delivery.

##### System and Cybersecurity Administrator

Aug 2014 – Aug 2021

- Administered the full IT stack: Microsoft 365, hybrid Azure AD, Exchange Online, Cisco routing, switching and firewalls, VMware, SAN, Mitel VoIP, and IPSec VPNs.
- Ran security operations: anti-spam, DNS proxy, Firepower, and CrowdStrike endpoint protection monitoring.
- Co-developed the graduate internship mentoring program and mentored its first two students.

##### Nestlé Purina North America

Jun 2012 – Aug 2014

##### Bilingual Training & Innovations Specialist

Sep 2013 – Aug 2014

- Researched emerging technologies and blended them with digital marketing to solve common problems while improving the company's security posture.

## IT Co-Ordinator

Jun 2012 – Sep 2013

- Point of contact for user support and administration of network, server, and endpoint infrastructure; intermediary with the global infrastructure teams for deployments and migrations.

## RBC

### Senior Analyst

Jun 2011 – Jun 2012

- Tested and validated updates to base Windows images across all company hardware under ITIL change and configuration management, improving security posture.

### Windows Infrastructure Analyst

May 2007 – Jun 2010

- Escalated support for Active Directory, including updates, backup integrity, and Group Policy changes under formal change management.

### 1st and 2nd Tier Analyst

Sep 2005 – May 2007

- Progressed from Tier 1 to Tier 2 support, handled incident and problem management, and coached Tier 1 analysts.

## EDUCATION

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### Enterprise IT Risk Management & Cyber Security

May 2019 – Aug 2019

University of Toronto School of Continuing Studies

### Computer Network Administration

2000 – 2001

RCC College of Technology

## CERTIFICATIONS

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### CISSP ISC2

Aug 2018 – Aug 2021 (expired)

## LANGUAGES

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English and French (native bilingual)