

# Faizan Ansari

(226) 698-7275 | [F97aizan@gmail.com](mailto:F97aizan@gmail.com) | [LinkedIn](#)

Waterloo, ON, CA

## Professional Summary

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A results-driven Systems and Desktop Technician with a proven track record of enhancing operational efficiency and user satisfaction through adept maintenance, troubleshooting, and optimization of computer systems. Known for delivering exceptional technical support and implementing solutions that improved system performance by up to 30%. Proficient in reducing downtime by 25% through prompt issue resolution and implementing preventive maintenance strategies.

## Work History

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### Systems and Desktop Support Technician

Linamar Corporation, Guelph, ON

Mar 2023 - Present

#### Key Responsibilities

- Executed routine maintenance on computer systems, resulting in a 20% increase in overall system performance.
- Diagnosed and resolved hardware and software issues for desktops, laptops, and peripherals, reducing system downtime by 30%.
- Provided technical assistance and support, achieving a 95% resolution rate for user-reported issues.
- Responded to service requests within 15 minutes on average, ensuring swift issue resolution and minimizing productivity loss.
- Installed and configured operating systems and software applications, ensuring a seamless transition for 50+ new workstations annually.
- Implemented standardized configurations, resulting in a 40% reduction in setup time for new hardware.
- Conducted user training sessions, improving user proficiency by 35% in adopting new technologies and adhering to security protocols.
- Created technical documentation and manuals, enhancing accessibility to troubleshooting procedures, resulting in a 20% decrease in recurring support queries.
- Assisted in network administration tasks, managing user accounts and permissions for 200+ network users.
- Collaborated in optimizing network performance, resulting in a 25% improvement in data transfer speeds.
- Managed hardware and software inventory, ensuring accurate tracking and reducing excess inventory by 15% through efficient procurement strategies.
- Evaluated and recommended new technologies, leading to a 30% increase in operational efficiency.
- Enforced strict security protocols, including regular data backups and antivirus updates, ensuring 100% compliance with IT policies and industry regulations.

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- Conducted quarterly audits, maintaining a 98% compliance rate and mitigating potential security risks proactively.

## Web Dev/ DevOps

IAI IT Solutions, Noida, UP

Sept 2020 – Jan 2023

### Key Responsibilities:

- Collaborating with developers and other IT teams to implement continuous integration and continuous deployment (CI/CD) processes.
- Implemented security best practices for Jenkins, such as user authentication, authorization, and access control.
- Integrated Jenkins with various tools, such as source control management (SCM) systems, testing frameworks, and deployment tools.
- Setting up and managing build pipelines and workflows
- Installing, configuring, and maintaining Jenkins instances and plugins.
- Providing technical support and troubleshooting in a 24x7x365 environment.
- Designing, deploying, and managing web applications and services on the Amazon Web Services (AWS) platform using Elastic Beanstalk.
- Implemented continuous integration and continuous deployment (CI/CD) processes for the application using Elastic Beanstalk and other AWS tools, such as AWS CodeCommit, AWS CodeBuild, and AWS CodeDeploy.
- Configuring and customizing AWS resources, such as Amazon EC2 instances, Amazon S3 buckets, to support the application and its dependencies.
- Planning and scheduling regular patching activities, considering business and technical requirements, such as service availability, resource utilization, and security needs.
- Applying patches and updates to production environments in a controlled and systematic manner, considering the impact on system availability and data integrity.
- Integrated Terraform templates with other DevOps tools and services, such as Ansible, Jenkins, and AWS Code Pipeline, to automate the deployment and management of infrastructure.
- Implementing continuous integration and delivery (CI/CD) workflows for ECS tasks and services using tools such as AWS Code Pipeline and AWS Code Build.
- Monitoring the utilization and cost of EC2 instances and other AWS resources, using tools such as AWS Cost Explorer, AWS Budgets, and AWS Cost and Usage Reports.
- Debugging and troubleshooting issues with GitHub Actions workflows, including debugging failed builds and deployments.
- Monitoring and auditing IAM activity using CloudTrail, Amazon CloudWatch, and AWS Config.
- Optimized Lambda performance and cost, including monitoring and tuning the resource utilization of Lambda functions.
- Creating and managing DNS zones, record sets, and health checks.

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## Computer Hardware Technician

Captec Americas Inc, Cambridge, ON

Dec 2022 – Mar 2023

### Key Responsibilities:

- Assemble and build various computers, tablets, charge crates, peripherals.
- Configure and setup RAID, BIOS, and other advanced options.
- Install and configure operating systems, windows & Linux.
- Diagnose, troubleshoot, and repair computers and peripherals.
- Provide quality control and quality assurance for all products and services.
- Provide open, sincere, and honest input and feedback on continuous improvement matters to production supervisor or other management team members in Captec Americas Inc.

## Technical Skills

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- **SDLC:** Agile
- **Collaboration tools:** SharePoint, Slack, GitHub
- **IDE:** Visual Studio Code
- **Programming Languages:** JavaScript, Python, Java, NodeJS, HTML, CSS, YAML
- **Version Control:** GIT
- **Monitoring:** Cloud Watch, SentinelOne, Network monitoring tools, diagnostic utilities
- **Operating Systems:** Windows, macOS, Linux
- **Vulnerability Management:** Tenable
- **ITSM Tool:** ServiceNow
- **Applications:** Microsoft Office 365, Adobe Creative Suite, Acronis
- **User Management:** Active Directory, Group Policy, Domain Controller
- **Virtualization:** VMware, Hyper-V, Vagrant, VirtualBox
- **Backup and Recovery:** Data backup strategies, disaster recovery planning
- **Hardware:** Server hardware installation and maintenance, RAID configurations, Desktops, laptops, printers, scanners, mobile devices, Waps
- **Networking:** TCP/IP, LAN/WAN, VPN, DNS, DHCP, Wi-Fi, Switching and Routing
- **Tools:** Microsoft SCCM, Symantec Endpoint Protection, VMware, Splunk, JIRA, ServiceNow
- **Cloud Platform:** Amazon Web Services (AWS), Azure
- **Provision tools:** Ansible, Terraform
- **Application framework:** NodeJS, Flask
- **Build Tools:** Maven, Ant, Gradle, NPM
- **Web Technologies:** HTML, CSS, XML, JS, React
- **Security:** Firewalls, IDP, IPS, SSL Certs, SELinux

## Education

- Post-Graduation Certificate (Mobile Solution Development) – Conestoga College
- Bachelor of Technology (Computer Science and Engineering) – Amity University

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## Training and Certificates

- AWS Cloud Practitioner
- AWS Solution Architect Associate
- RedHat Certified System Admin
- CompTIA Network+
- Cisco - Introduction to the Cyber Security
- Windows System and Server Administrator