**Haris ali**

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**PROFESSIONAL PROFILE:**

* **Excellent analytical and problem-solving skills** gained through working on different project at Compass Group of Canada, TD Bank, CDK Global and Canada Life
* **Exceptional time-management skills** and a proven record of completing engagements and assigned work before or by expected deadlines
* **Proficient technical skills** with an advanced working knowledge of Java, HTML/CSS, C Sharp, Oracle SQL, SQL server management studio, Java, JavaScript, Window Server, Active Directory, Citrix, SCCM, LAN/WAN, Router/Switches, VMware, Office 365, Hyper-V, DNS, DHCP, MS Exchange, Salesforce and Azure cloud technologies
* **Excellent communication skills in French and English**

**education:**

***Fanshawe College, London***  2020

* Diploma in Computer Programmer Analyst (CPA2),

***Fanshawe College, London***  2016

* Diploma in Computer System Technician (CTN2),

**emLoYment experience:**

**Bilingual IT Information Security Specialist***. Canada Life, London* January 2020 – Current Status

• Perform daily support of the company’s LAN, WAN, Wireless, and Network Infrastructures. This includes monitoring, administering, and troubleshooting to maximize network availability.

• Resolve incidents, problems, and change requests in accordance with service-level agreements and approved maintenance windows

• Manage network incident response for a global trading network. Respond to trouble tickets in a timely manner and providing regular status updates on tickets that have been assigned.

• Good knowledge and experienced working with IP networks, routing, layer 2 and layer 3 switching, routing protocols such as BGP/EIGRP, QoS, VPN technologies, VPLS, and network protocols such as DHCP, DNS, WAN, LAN, TIC, network virtual switching, load balancing, and WAN acceleration design

• Experience configuring Cisco routers/switches and global and local traffic managers/firewalls

• Experience with developing professional diagrams and illustrations of network infrastructure

• Demonstrated analytical and troubleshooting skills performed locally and on remote systems

• Strong analytical network troubleshooting skills and proficiency with packet capture tools

• Perform complex migrations/upgrades and deploy new technologies/features

• Apply security and networking concepts to emerging cloud solutions, including Azure and AWS

• Perform physical setup, installation, configuration, and troubleshooting of network devices.

**IT Network Security Analyst***. CDK Global, London* January 2019 – December 2019 • Implementing new networking hardware and solutions.

• Configuring network firewalls, switches, with an emphasis on security.

• Maintaining corporate servers to keep them secure.

• Keeping up to date on current cyber threats.

• Maintaining and enhancing network and cloud security.

• Performance all technical functions following the factory technical manuals, such as installing, maintaining and repairing/replacing electronic components of computers

• Modify and upgrade computers and provide support for both software and hardware

• Maintain network, internet and cloud security

• Maintain, troubleshoot and administer the use of local area networks (LANs), wide area networks (WANs), mainframe networks and computer workstations and peripheral equipment

**Bilingual Junior Cyber Security Analyst.** *TD Bank*, *London* September 2016 – December 2018

• Perform installation and configuration of security solutions including firewalls, log monitoring, intrusion detection, Anti-virus, malware protection, data loss prevention, mail gateways and asset management applications, web filtering software.

• Support the operational activities of the data/voice network including installation, break/fix, upgrades, maintenance, and security

• Work with carriers and vendors to resolve issues with regards to MPLS and SIP functionality

• Investigate report of information security breaches, and ensuring incident management processes are documented and followed.

• Responsible for monthly reporting of security incidents, risks and issues

• Support Technicians, System Engineers and System Administrators when issues are outside of their scope of knowledge/experience.

• Record, track, and document the request/problem-solving process and actions taken.

**Bilingual IT Operations Analyst.** *Compass Group of Canada*, *London* February 2012 – November 2014

• Provide resolution and support through problem solving, identification, analysis and troubleshooting for issues relating to hardware, software, networking, printers, telecommunications, iPhone, iPads, Android, Blackberry, TCP/IP, DNS and others. Work with Active Directory, Mainframe, AS400, SCCM, VPN and citrix

• Function as a level 1 and 2 point of contact, provide IT support for the remote users across Canada, and recognize when to escalate

• Configure Workstations, software and peripherals, on-boarding and off-boarding of end-users, system patching and rectified problems that existed in a timely manner.

• Monitor resources to ensure application/technology delivery

• Demonstrated analytical and troubleshooting skills performed locally and on remote systems

• Identify, resolve, escalate and communicate service delivery issues and/or complaints

• Respond to all queries via email/phone for all associates seeking assistance

• Dispatch technicians, or escalate to various teams when necessary

• Follow up to ensure issues have been resolved

• Record, track, and document the request/problem-solving process and actions taken

**ADDITIONAL employment experience:**

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| **Security Guard:** *Hudson Social Club, London*  **Security Guard:** *Joe Kool’s, London*  **Security Guard:** *Jim Bob Ray’s, London*  **Customer Service Representative.**  *Cineplex Odeon, Brossard* | March 2015 – September 2019  April 2016 – September 2016  November 2014 – January 2015  August 2006 – September 2007 |
| **Cashier.** *Subway, Longueuil* | March 2005 – April 2006 |

**leadership experience:**

**Intramurals Captain** – Basketball Intramurals September 2009- December 2009

* Managed men’s indoor and outdoor teams and qualified for the quarterfinals in both summer and fall

**Mentor** – Business Administration September 2009-December 2009

* Enthusiastically motivated and assisted first year business students with college life and academics

**(Event Organizer)** – Basketball Club January 2007 – May 2008

* Administrated and communicated with the members to organize event

**Other ACTIVITIES & INTERESTS:**

* **Member:** Champlain Student Association, 2008
* **Examination Marker:** First year Business exams, Fall 2009
* **Interests:** Sports, Weight lifting, Avid reader of world and financial news