

Gaurav

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PROFESSIONAL SUMMARY

Results-driven **Cloud Infrastructure specialist** with over 6 years of experience in **Private/Public Cloud, Networking, Security, Monitoring and DevOps**, seeking to use proven scripting and problem-solving skills to improve cost and performance. Reduced operational cost and time for cloud and on-prem infrastructure deployment by over **80%** using Terraform cloud and Git. Saved **\$50K** a year with automated system monitoring and self healing scripts. Created Patch profiles & schedule Maintenance for workstation & Servers as per client requirements that slashed trouble tickets by **18%**

ACCOMPLISHMENTS

- Planned, designed, and built new Disaster Recovery (DR) Site from ground up with Infrastructure team to ensure Critical business functions (CBFs) are resilient and highly available in the event of disaster
- Analyzed, reviewed, and secured Azure Resources such as VMs, Web Apps, Databases and Networks by using Azure Governance solutions such as RBAC roles, Azure Policy and Security Center.
- Assessed and cleaned up all unused Service accounts used in Infrastructure to reduce risk and organisation's attack surface.
- Migrated Public DNS, ADFS, Web Apps and SQL services to Azure.
- Upgraded VOIP and Network Switches infrastructure at all offices and Datacenters.
- Designed and implemented network segmentation matrix to segment the network based on applications, users, content, and business function.
- Planned and implemented OS & Firmware upgrade for VMWare vSphere, vCenter, Hyper-V Clusters, Microsoft Windows Servers 2008R2/2012R2/2016, Exchange Servers 2010/2013/2016, Dell EMC/EqualLogic storage, RMM's such as iDRAC/iLO/IMM, Firewalls, Cisco Switches/Wireless LAN Controller, Barracuda Spam Filter.
- Implemented patches & mitigation for all infrastructure related Vulnerabilities such as WPA2 KRACK, Spectre/Meltdown, Intel MDS, Apache Struts & other Zero-day attacks.

AREAS OF EXPERTISE

Private & Public Cloud:	Microsoft Azure, VMWare, Hyper-V, DR/BCP, Microservices
DevOps	Terraform, Ansible, Git, ARM Templates, PowerShell, Python, Cloud Shell, Azure Cli, JSON, YAML, RESTAPI
Platforms:	Microsoft Windows Server 2019/16/12/08, Exchange 2019/16/13/10/07, IIS, WSUS, SQL Server 2019/16/08, G Suite, SolarWinds, Salesforce, Linux Distros (RHEL, Ubuntu, Debian), CyberArk, Nessus

Technologies:	Office 365/Hybrid, Azure/Active Directory, Intune MDM, SSO, ADFS, DNS, DHCP, SMTP, RDS, DFS, File servers, GPMC
Virtualization:	VMware vSphere 5.5-7.0, ESXi, vCenter, HA, DRS, SRM, Microsoft Hyper-V, Failover Clustering, Hosts such as Dell, IBM/Lenovo servers
Data storages:	Dell EqualLogic/PowerVault/EMC, Synology, Lenovo Iomega, SAN, NAS, iSCSI, Azure Storage Accounts
Backup systems:	Barracuda Cloud, Veeam, VMWare VDP, Microsoft DPM, Azure Backup, Backup Exec, Acronis, Datto
Security Gateways:	SonicWall, Sophos, Meraki, Cisco, Juniper, Barracuda
Networking:	Cisco & Dell Switches, Cisco WLC/AP's, Unifi, Meraki Switches/AP's, NetScaler LB, S2S VPN, RSA, NAC, Radius
Antiviruses:	Bit Defender, Symantec, McAfee, Sophos, Trend Micro, Malwarebytes

WORK EXPERIENCE

Systems Specialist – Cloud & Infrastructure | OPSEU Pension Trust July 2019 – Present

- Design and configure Azure VNets, subnets, Azure network settings, DNS settings, security policies and routing
- Deploy Azure IaaS virtual machines (VMs) and Cloud services (PaaS role instances) such as App service, SQL managed instance, Storage accounts into secure VNets and subnets
- Provide high availability for IaaS VMs and PaaS role instances with Azure External and Internal Load Balancer
- Design Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnets
- Perform Security assessments and patch/mitigate vulnerabilities for apps, virtual and physical servers, network devices, storage, and cloud infrastructure by using Nessus and Qualys scanners
- Assess, document, implement and monitor network devices such as Cisco/Meraki switches, Firewalls, Load Balancers and AP's
- Mobile device management (MDM) and Mobile application management (MAM) by using Intune Microsoft Endpoint Manager
- Collaborate with business to review and migrate EOL applications to new Windows/Linux servers and decommission old servers
- Perform yearly Disaster recovery tabletop exercise and testing to assess resiliency and High availability to ensure smooth operations in the event of a disaster
- Plan and provision Firewall rules to restrict inbound and outbound traffic from all devices
- Collaborate with Internal and external auditors for analyzing and assessing company's technological infrastructure to ensure processes and systems meet compliance regulations.

NOC & Escalations Analyst | MBC Managed IT Services

July 2017 – July 2019

- Installed & Administered Microsoft Server 2008 to the latest Server 2019
- Deployed and administered Office 365 services including Microsoft Azure AAD
- Worked on Microsoft Azure Cloud to provide IaaS support to clients. Created Virtual Machines through Azure Portal and ARM templates
- Handle escalated Support tickets till closure for MS Azure IaaS platform
- Deployed and administered Microsoft Exchange and SQL Server Management
- Deployed and managed Hyper-V and VMWare Virtualizing environments
- Deployed and managed Switches and Firewalls, specifically Cisco & SonicWall Products with UTM functionality such as NIDS, NIPS, Content Filtering, Geo-IP Filtering, Gateway Antivirus & Stateful Inspection
- Deployed and migrated Windows Active Directory, Group policy, DFS, SSTP VNP, Remote Desktop Services
- Actively monitored and investigated alerts on NOC dashboard through SolarWinds N-Central

System Administrator | Johnson Controls-TYCO (Contract)

Oct 2016 – Mar 2017

- Monitored health for Canada Post Servers, Switches & Workstations using SysAid
- Asset Management & worked on Asset reports for clients such as Canada Post, Tim Hortons, HydroOne, Bruce Power, Sask Power, RBC, TD Bank, CNR etc.
- Setup and administration of Windows Servers 2012 R2/2008 R2/2003, Microsoft Hyper-V, Failover Clustering, Office 365 administration
- Active Directory administration, Group policy configuration, users' profiles migration
- Dell SAN, NAS, iSCSI storage configuration, firmware upgrade and maintenance
- Involved in the continual improvement of the network infrastructure and implementation of BCP & Disaster Recovery techniques
- Provided phone and remote support to end users (Windows and Microsoft Office all versions)

Computer Technician | CDI Computer Dealers Inc.

June 2016 – Sep 2016

- Inspected lease-end returned computers to identify and troubleshoot the problems
- Diagnosed and repaired hardware malfunctions and performed the maintenance of computers
- Assessed computer hardware malfunctions to determine the cause of error and applied appropriate actions to correct problems and repaired computers to maintain operations
- Modified and upgraded computers and provided support for both software and hardware
- Monitored performance of equipment and made necessary adjustments to assure quality performance

IT Support Technician | Opus Technosoft

Feb 2013 – Dec 2014

- Provided timely tier-II support and resolved tickets related to hardware, software, and printers for 150 computers and 80 printers
- Regularly evaluated servers and successfully maintained uptime of 97%
- Monitored and updated user groups and permissions, using Active Directory
- Co-ordinated, configured and Installed network configurations, software's etc.
- Created back up strategies for the data and recovery plan for the network
- Acted as escalation point for troubleshooting advanced network/systems issues; consistently earned 100% issue-resolution scores by providing excellent service to internal and external customers.

CERTIFICATIONS

- Microsoft Certified: Azure Solutions Architect Expert - Preparing for AZ-303
- Microsoft Certified: Azure Administrator Associate – AZ-104
- Cisco Certified Networking Associate (CCNA) Routing & Switching
- Microsoft Certified Solutions Associate (MCSA)
- Microsoft Certified Professional (MCP)
- CompTIA A+, CompTIA Project+

ACADEMIC QUALIFICATIONS

Lambton College

Post Graduate Diploma

Information Technology Professional (3.7/4.0)

Jan 2015 – Sep 2016

Kurukshetra University

Bachelor of Technology, **Computer Science**

July 2009 – May 2013

REFERENCES

Available on Request