

## HARSAHIR SINGH

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### OBJECTIVE

I am seeking a full-time position in IT Service Management where I can apply the technical knowledge and leadership skills I gained during my co-op at HOOPP and beyond, to help improve service reliability and operational excellence.

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### SUMMARY OF QUALIFICATIONS

- Strong problem-solving, communication (verbal and written), and organization skills.
  - Ability to handle multiple priorities; changing course and direction as needed.
  - Able to work independently, with peers, under pressure and strict/tight deadlines.
  - Familiar with ITSM tools such as ServiceNow and Azure DevOps.
  - Comfortable facilitating major incident response and post-incident reviews.
  - Proficient at resolving issues quickly and supporting continuous improvement.
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### EDUCATION & CERTIFICATIONS

#### Seneca College

#### Computer Systems Technology Advanced Diploma

- Awarded Presidents Honor List

North York, ON

May 2023 – Present

#### Sheridan College

#### Social Service Worker Diploma

- Cumulative GPA: 3.6 – Faculty of Social Sciences

Brampton, ON

Sept 2019 – April 2021

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### ANALYTICAL AND TECHNICAL SKILLS

- Analyze, plan, design and implement computer systems and networking solutions.
  - Skilled in evaluating hardware for appropriate system configurations.
  - Experience with Windows Server 2012 R2/2016 using VMware/VirtualBox including Active Directory & AGDLP.
  - Proficient in Linux OS environments: user/storage/network management, CLI tools.
  - Familiar with routing/switching: STP, VLANs, IP Subnetting, ACLs, InterVLAN Routing.
  - Hands-on with AWS: EC2, VPCs, S3, IAM, RDS, Route 53, ALBs, VPC Peering.
  - Basic exposure to Microsoft Azure, Power BI, AppDynamics, Splunk.
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### PROJECT – AMAZON WEB SERVICES (AWS)

- Designed secure, scalable AWS infrastructure including VPCs, EC2 instances, S3, and IAM.
- Utilized Systems Manager for EC2 access without public IPs.
- Implemented internal load balancer and Route 53 DNS for private web access.
- Configured user permissions and roles for secure access using IAM.
- Created an email server with Roundcube using Amazon RDS.
- Deployed VPC peering for secure communication between network segments.

## WORK EXPERIENCE

### **Cloud Engineer / Incident Manager – Co-op**

**HOOPP | Nov 2024 – Apr 2025**

- Helped manage high-impact incidents (P1/P2), coordinating teams and facilitating communication.
- Logged incidents and changes in ServiceNow and Azure DevOps.
- Participated in CAB meetings, and change evaluations and led post-incident follow-ups.
- Monitored service performance via AppDynamics/Splunk and flagged early warnings.
- Built and improved Power BI dashboards for ITSM metrics and trends.
- Gained valuable exposure to BCM/DR, root cause investigations, and stakeholder communications.

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### **IT Assistance (Part-Time)**

**DEX Technology | Nov 2023 – Nov 2024**

- Supported IT operations and resolved 90% of tickets on first contact.
- Diagnosed and resolved hardware/software issues efficiently.
- Helped implement solutions that improved infrastructure efficiency by 20%.

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### **Fire Prevention and Site Security Supervisor**

**Stellantis Canada | May 2020 – April 2025**

- Supervised a high-performing team, coordinated site-wide security measures.
- Improved safety response and reduced breaches by 35% through incident analysis.

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### **Research Associate**

**Social Council of Peel | Dec 2020 – Apr 2021**

- Conducted in-depth research and improved client records and retention through analysis.