SHIVANG KANAKIA

London ON

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PROFESSIONAL SUMMARY

3+ years' experience in information technology Architecture. Well skilled with cloud software such as AWS and Azure. Extensive experience with process automation via Power Automate, Powershell Scripts and Power Apps. Good understanding and hands on experience on Microsoft 365, Active directory. Well versed with ticketing software's and tools such as Jira, Jira service management, Service Now and Inv Gate. Experience in documenting end to end process flow on Confluence. Superior Verbal communication and organizational skills with strong attention to both details and process. Life-long learner recognized for versatility, perseverance and adaptability. Awarded as 'Most Reliable Person' in the entire organization. Have Intermediate knowledge on Ansible, CI / CD Pipeline and Terraform. Experience in creating dashboard and monitoring tools like Power BI, Grafana, Zabbix and OpsGenie. Extensive hands-on experience on Agile Technologies and Scrum Cycles. Certifications: Certified Scrum Master (C.S.M) Certified Google IT Support Specialist Palo Alto Network Security. Red Hat Enterprise Linux. IBM Certified Cyber Security Tools and Cyber Attack Atlassian Certified Jira User/Admin Microsoft office 365 Global Admin User (Excel, Power Point, Outlook, Teams).

SKILLS

- Custom coding
- Maintenance and troubleshooting
- Technical Analysis
- Terraform
- Ansible

- GitHub
- PowerShell & Python Scripting
- Process Automation
- Cloud Infrastructure support (AWS, AZURE)

WORK HISTORY

12/2022 to Current

Network Operations Engineer

Carfax Inc – London, Ontario

- Monitored and maintained network and software components according to established guidelines and best practices.
- Collaborated with other network engineers to configure and maintain network monitoring and load balancing (F5).
- Configure and maintain BGP and OSPF environments.

- Maintain and Monitor AWS - S3 buckets, and EC2 environments, configuring a optimal architecture.
- Create network diagrams and documentation to illustrate network architecture and configurations.
- Monitoring network performance, analyzing data traffic patterns, and identifying and resolving bottlenecks or connectivity issues (Logic Monitor, Kentik, Forward Networks)
- Conducting routine maintenance tasks, such as applying software updates and patches to network devices (Cisco, Palo Alto, Juniper)
- Troubleshooting network outages, downtime, and connectivity problems.
- Implementing security measures to protect the network from unauthorized access, data breaches, and cyber threats.
- Scaling the network infrastructure to accommodate growing demands and new technologies.
- Analyzing network traffic and utilization patterns to optimize performance and enhance overall network efficiency.
- Maintaining accurate and up-to-date documentation of network configurations, changes, and incidents.
- Generating regular reports on network performance, security, and compliance for the Team.

11/2021 to 10/2022 **Technical Operation Analyst / Jr DevOps Support**
Start.ca – London, Ontario
- Maintain and Monitor Databases, Docker Containers, Linux servers and Start.ca website
- Assist resolving the issues and work on several projects via ticketing monitoring system like JIRA, JIRA Service Manager & Service Center (InvGate)
- Work on various monitoring tools like Grafana, Prometheus, Zabbix.
- Experience in working on multiple automation projects, namely, On-Boarding Automation, Offboarding Automation and Employee Task Automation via Power Automate, Basic Bash Scripting and Python
- Experience in handling Jira Projects and scrums while working under CSM and Project Manager
- Helped and coordinated managers and team members in daily scrum meetings
- Improved operations through consistent hard work and dedication
- Assist with networking, infrastructure, and system management projects
- Assisted in installing network interface cards, hubs, switches and network cabling
- Work and Maintain Internal server's physical (At the Data Center) & On cloud
- Closely work with Network Team, System Admin Team, Project Managers and

Developers

- Achieved 98% of target in all monthly scrums
- Assist in preparing and maintaining Standard Operating Procedures (SOP), Method of
- Procedure(MOP) and process information documents on Confluence
- Worked on Migrating organization to Azure Cloud Environment and helped implement MFA for the entire organization.

05/2022 to 05/2023 **Tech Tutor - Volunteer**

London Public Library – London, Ontario

- Volunteered with groups and organizations to help make measurable differences for program recipients
- Assist people set up printing queues via Paper Cut MF
- Assist people understand Technology and assist them with any technical difficulties that they are going through
- Configured hardware and granted system permissions to users
- Monitored systems in operation and quickly troubleshoot errors
- Assist users understand the requirements of technology and help teens understand new tools and
- Softwares'

09/2020 to 10/2020 **Systems Specialist**

Start.ca – London, Ontario

- Provides technical assistance on the delivery, configuration, set up, maintenance, and troubleshooting for all personal and business networking devices
- Perform root cause analysis and helped the customer and organization detect the root cause issues
- Help configure various Networking Devices including Routers, Modem, VoIP ATA
- Perform various Troubleshooting protocols on Networking devices including Routers, Modem,
- Email Service
- Communicate with team members and arrange meetings with them using the Microsoft 365
- Ecosystem (Outlook, Team, Excel)
- Support a broad range of IT categories (laptops, desktops, email, printers, copiers, and user software)
- Assist with networking, infrastructure, and system management projects
- Perform PC installs/imaging, System/Application installs and patch management, Windows problem determination and resolution, log analysis, etc
- Deploy end user devices, such as hard/soft phones, computer workstations, laptop,

tablets, and cell phones.

06/2020 to 08/2020 **Product Tester**

Geek Squad – Brampton, Ontario

- Responsibilities
- Performed various tests on various operating system-based devices including MacBooks, Windows surface, Linux
- Performed data management on Kill Disk
- Performed hardware assembly and troubleshooting of devices based on Windows OS, MAC-OS,
- Linux-OS.

04/2019 to 09/2019 **Jr DevOps - Intern**

Lenden Club – Mumbai, Maharashtra

- Developed front-end applications and worked with various front-end technologies including
- JavaScript, Python, HTML, CSS & React
- Created multiple applications for the internal team which had been successfully deployed without any major production bugs
- Single handedly maintained live webpage accessed by the customers all over the world and helped the organization to maintain a webpage without any bugs and major crashes
- Maintained a sprint level of 98% on every term making him the best team player in front-end technologies
- Help in integrating technologies.
- Worked with Terraform, Ansible, PowerShell Scripts & Python Scripts to help optimize process.

EDUCATION

08/2021 **Post Graduate Certificate**: **Business and Information System Architecture**
Fanshawe College - London, Ontario
Awarded Dean's Honor Role - Winter 2020, Winter 2021, Capstone Project:
Procurement Management, JIRA admin

03/2019 **Bachelor of Computer Science (B.Sc)**: **Computer Science**
Mumbai University - Mumbai, India
Top 3 students. Achieved 9.8GPA/ 10 Member of Student Peer Council. Completed
Software Developer Apprenticeship, Lenden Club

CERTIFICATIONS

- Logic Monitor Certified Professional
- Logic Monitor Certified Associate
- Certified Google IT Support Specialist
- Palo Alto Network Security.
- Red Hat certified Linus user
- IBM Certified Cyber Security Tools and Cyber Attack
- Atlassian Certified Jira User/Admin
- Microsoft office 365 Admin User (Excel, Power Point, Outlook, Teams)