

Professional Summary:

Passionate IT professional with extensive experience in IT environments across various industries. A collaborative team member, lead, and mentor with the ability to help organizations define and implement creative solutions. Delivers effective enterprise data services and positions the business to make better decisions based on high value information. Proactively and effectively plans, installs, configures and optimizes IT infrastructures to achieve high availability and performance.

Highlights of Qualifications:

- *Over 10 years' experience as a System and Network Administrator with End-User Support.*
- *Over 4 years' experience in IT Innovation, Big Data Integration, Global Data, AI and Analysis services.*
- *College Advanced diploma in Network Professional, Cisco Switches, Routers and PIX*
- *Studying at York University-Information Technology Part time with GPA of an A*
- *Advanced network devices, computers and printers, setup and maintained*
- *Excellent troubleshooting, problem solving and interpersonal skills*
- *Fluent in English, Canadian Citizen, valid passport, and own a G license since 2005*
- *CCNA & CCNP Switching Certified, CompTIA A+ Certified and Microsoft Certified Professional*
- *Course completion certificates in Microsoft Exchange Server 2019: Administration, Windows Server 2019: DHCP and DNS, Advanced SQL for Query Tuning and Performance Optimization, Apple iPhone, Cisco Fundamentals of Network Security and Cisco CCNP Switching*
- *Ablity to work in a fast-paced, demanding environment*

Technical Skills:

Java	MS Hyper-V	OSI model	Change Management
Oracle VirtualBox	VMware	C, C++, C#	Red Hat Linux
Apache Hive	Routers/Switches	SQL	MacOS X
Visual Basic	Cabling Standards	R	Firewalls
Exchange 2003-2019	MS office Suite	Hadoop	Job Scheduling (Autosys)
SAN/NAS	Cisco IOS	Hive	IIS, DNS, DHCP, Policies and AD
MS SQL	Python	Teradata	Wintel 2003-2019
LAN/WAN	MATLAB	Oracle	Project Execution
Cable Management	Network Design		Agile scrum and ITIL Foundations

Soft Skills:

- *Excellent interpersonal, communication, verbal and written skills*
- *Professional, known as friendly with positive attitude*
- *Decision making and judgement*
- *Reliable, honest and punctual with a strong work ethic*
- *Flexible, eager, ambitious, and adaptable to change*
- *Working well under pressure independently and in team settings*
- *Excellent troubleshooting, problem solving and conflict resolution skills*
- *Excellent customer focus and relationship building*
- *Present new ideas and conceptualize a new approach to resolutions*

PROFESSIONAL EXPERIENCE

General Motors company — Oshawa, ON ■ 2013 to 2019

HEWLETT PACKARD LTD — Oshawa, ON ■ 2010 to 2013 (Transitioned to GM in 2013)

Big Data Integrator, Global Data, AI and Analysis services-IT Innovation (2015 to 2019)

Followed project requirements and deadlines provided by the project manager. Provided Onsite support for multiple GM sites including Canadian Regional Engineering Center, GM Canada headquarters, OnStar and South Main office.

Key Contributions:

- Loaded data from Golden Gate server into data warehouse, which fast tracked CEO data analysis and streamlined sales strategies and cost saving initiatives.
- Lead presentations on workflows, business requirements, system design, test plans, risk management and project status.
- ITOR Project Lead: Moved data from source to Teradata database, allowing senior management to pull detailed reporting on infrastructure costs with minimal training time and low budget.
- Streamlined monitoring initiatives for running apps and provided solutions to counter potential failures. Examples include: Teradata unity issues, previously running Autosys task errors and Golden Gate data transfer errors.
- Tasked with Inheriting projects from previous employees and upgraded/automated scripts, allowing more efficient use of technology and budget.
- Business analysis planning; identified tasks, deliverables and estimated level of effort.
- Acted as escalation point for troubleshooting advanced systems issues; consistently earned 100% issue-resolution scores by providing excellent service to customers.
- Assisted colleagues in analyzing, debugging and problem solving in both development and production environments. Also created multiple documents and videos for training purposes.

End-User Computing (EUC), Onsite Support-IT Operation (2010 to 2015)

Key Responsibilities:

- Saved company money by minimizing engineers (end-user) PC downtime.
- Provided multi-environment support for EDWS and TCWS (engineering), and GMOL (end-users like finance, OnStar – Call Center and operations), Support provided via Ticketing system.
- HP/ Dell Hardware workstations repairs, desktops/notebooks and HP printers.
- Followed GM matrix as the resolution need to meet GM deadline and managed service call closure.
- To protect user's data, used wipe disk tools provided by HP on a Hard Drive replacement.
- Provided on-site assistance to level III Service Desk for resolution of applications that can't be resolved remotely like PC re-imaging.
- Responsible for IT inventory tracking, importing and exporting backup tapes and scheduled them for Recall to pick up.
- Responded to service requests from the call management system, provided an ETA and a resolution.

PROFESSIONAL EXPERIENCE

(Continued)

- Project Management – led team of contractors during deadline driven hardware refresh and trained a new site member/lead.
- Maintained collaboration and cross-functionality with network team. Took leadership in acting as an additional network team needed support resource.
- Created scripts to automate solutions to known issues.
- Managed over 1000 users in Active Directory and over 900 client computers.
- Successfully deployed the on-time, on-budget completion of company-wide upgrade to Windows 7 and Office 2013 impacting more than 500 onsite staff and fifteen remote employees.
- Configured and troubleshooted user's client email using Microsoft Outlook 2007 and 2013.
- Network printer's configuration, troubleshooting and part replacements.
- Troubleshooted/fixed various applications issues: MS Office 365 and car designing related applications.

HSS AUTOMATION— PICKERING, ON ■ 2015 – Current (Part-Time)**System Administrator**

Responsible for the upkeep configuration, and reliable operation of computer systems. Maintain, upgrade and manage software, hardware and networks. Ensure security through access controls, backups and firewalls.

- Manage network servers and technology tools; installed, upgraded computer components and software.
- Maintained security policies for the domain users.
- Set up user's accounts and workstations.
- Troubleshooted various system's issues and outages.
- Installation and maintenance of Windows Server 2012(DHCP, DNS, IIS, AD DC), Exchange server 2010 Office 2007, 2013 and Apache OpenOffice.
- Upgrade systems with new releases, models and Installed security patches and upgrades.
- Installed Antivirus and firewalls like, Avira Antivirus, Symantec Antivirus, Bitdefender, Microsoft Security Essentials, Malwarebytes, Avast, AVG, PC Tools Firewall Plus, Sygate Personal Firewall Pro and Comodo Antivirus for Linux.
- Installed and supported various LynxOS like Ubuntu, Fedora, Mint, Bodhi and Red Hat Linux.
- Designed and installed wired network: mounted RJ45 jacks in each room to centralized router.
- Installed TVs, surround sound system and connected them into multimedia PC.
- Build an internal wiki with technical documentation, manuals and IT policies.
- Backup data into SAN storages, recover lost data when needed.

PROFESSIONAL EXPERIENCE

(Continued)

- Offered technical support for projects.
- Ensured that the performance, resources, and security of the computers.
- Installed UPS to servers and management computers.
- Managed to meet the needs of the users, without exceeding a set of the budget.

IBM CANADA LTD — MARKHAM, ON ■ 2010

Data Security Administrator

Administrated and managed security account including but not limited to adding, deleting, disabling, enabling, and modifying users in MS Servers 2000/2003/2008, Mainframe, AS400, Unix, AIX, OpenVMS, and Tandem.

Supported the following IBM clients including but not limited to:



Key Contributions and Responsibilities:

- Responsible for: adding, deleting, disabling, enabling and modifying users in Windows Server 2000/2003/2008, Mainframe, AS400, Unix, AIX, OpenVMS, Tandem.
- Increased team productivity and automated repetitive tasks by using batch files, PowerShell and VBScript.
- Trained employees across security operations including log-in procedures, permissions, security and use of software.
- Used Remote Desktop and Citrix to connect to Windows Servers, Reflection to OpenVMS, Putty to Unix-AIX, Secure Desktop to Tandem.
- Managed users on Unix and AIX servers using IBM Tivoli.
- Updating/Closing Tickets through Change Management, Problem Management, Impact ticketing tool.
- Managed users on Unix, AIX servers using IBM Tivoli.
- Accepted/Rejected request for user's access privileges.
- Managed users access rights.
- Created and altered users account and credentials.
- Updated and added information to IBM's Knowledge-Base Systems as required.
- Performed system security lockdown and restricting access.

SELF CONSULTANT

HEALTH CLINIC SETUP— DUNDALK, ON ■ 2010

- Project Manager; setup project timelines: tasks / deadlines.
- Estimated Project Costs; hardware, software and service charges.
- Installed System's Hardware, including but not limited to: Server, Workstations, Printers and Routers
- Installed System Software such as: Windows Server 2008, Symantec Antivirus and several other office applications.
- Managed and maintained system's networking, hardware, software and security.
- Managed Symantec Control Center, workstations activity, updates and reports.
- Provided support for user's remotely.
- Assigned user's permission, set up policies in Active Directory (Domain Controller).
- Managed server's AD, DNS, DHCP and IIS.
- Created server's backups, shadow copies, and user's disk quota.
- Monitored CPU, Memory, Hard Drive and system's performance.
- Setup a website for the clinic and emails for the employees.

MORE IT EXPERIENCE

AREVA NP CANADA LTD — PICKERING, ON ■ 2009-2010

Desktop Support. Onsite Level II Support

- Provide support for various applications including but not limited to Citrix, MS Office, Symantec Antivirus, Second Copy, AutoCAD.
- Managed computers in Active Directory.
- Responsible for the BIOS updates making sure that each computer has the latest CMOS firmware.
- Re-imaged workstations for the new users.
- Hardware repairs for DELL workstations and laptops.
- Responsible for importing and exporting backup tapes and schedule them for Iron Mountain for pickup.
- Provide remote support for the users who are not on site.
- Responsible for storing and moving workstations as they require.
- Closing tickets, provided a proper resolution description into HEAT ticketing system.
- Troubleshoot printers, system's network and connectivity for projectors, surround sound system and DVD players.

MORE IT EXPERIENCE

(Continued)

HEWLETT PACKARD LTD — OSHAWA, ON ■ 2008-2009

Service Delivery Consultant III

- HP's hardware diagnostics and support.
- Received Service Requests from Call Management System, and provided an Estimate Time Resolution and enclosure after work completed.
- Used Disk wipe utility provided by HP during a hard drive replacement.
- Installed/re-installed Microsoft and Unix based applications on the systems that are not connected to the network or where the applications cannot be remotely installed.
- Provide on-site assistance to Level II Service Desk for complex issues or where issues cannot be resolved remotely.
- Managing over 800 users and over 700 computers in Active Directory.
- Responsible for IT inventory tracking.
- Responsible for importing and exporting backup tapes and schedule them for Recall to pick up.
- Configured user's client email using Microsoft Outlook 2003 and 2007.
- Responsible for over 700 client computers including but not limited to computer remedy after new patches being installed and escalate any unusual behavior.
- Recommend solutions for various issues.
- Follow GM matrix as the resolution need to meet GM deadline.
- Troubleshooted various applications like: MS Office, OnStar 3.0, OPC, Hyperion, Sysedge, Variant and more.
- Responsible for UPS maintained and upgrade.
- Printers configuration and basic troubleshooting.
- Involved in big and small IT projects.

COMPUTER SERVICE DEPOT— SCARROUGH, ON ■ 2007-2010 (Part-Time)

- Assembled customer's computer hardware and installed OS; user backup and imaging services.
- Troubleshoot/fixed customer's computers hardware and ordered faulty parts as required.
- Removed viruses and worms from customer's computers.
- Fixed different software issues like slowness or error messages and recovered deleted/lost data.

MORE IT EXPERIENCE

(Continued)

MINACS-APPLE INC— PICKERING, ON ■ 2007 **Technical Support Representative**

- Analyzed the problem and provided a resolution.
- Logged the problem/resolution in apples database ticketing system.
- Provided support to for setting up WI/FI networks.
- Provide support in Windows XP, Vista, MAC OS 8, 9 and X operating systems.
- Escalate to tier 2 for problem resolution in matters of great complexity.
- Setup client's email account.
- Troubleshooted and diagnosed various iPhone issues and provided a resolution.

MARKVILLE VIDEO— SCARBROUGH, ON ■ 2005-2007 **Network and System Administrator**

- Installed new Routers, Desktop Computers, Multimedia Printers, Barcode Scanners and Fax Machines.
- Installed new security cameras and connected camera's server online.
- Provided system's maintenance and support onsite and remotely.
- Written various programs for the store like, chat room program and note for the employee's program using Microsoft Visual Basic 5 and 6.
- Installed and maintained Windows Server 2003 domain controller and Exchange 2003 enabling employees to send emails using Microsoft Office Outlook and Outlook Web Access (OWA).
- Installed and supported IIS in Windows Server 2003 and created an HTML website pages.
- Installed Microsoft Office 2000/2003 and related video programs.
- Installed and maintained VMware Workstation Pro 15 under Server 2003 to be able to install the video's server.
- Added laptops to the system and enabled a secure WI/FI network WPA and used a hidden SSID.
- Provided backup and data recovery during a database corruption on unexpected system's shutdown.
- Scheduler script data backup runs hourly to backup servers' critical data.
- Network Security, designed a secured network since customers CC information are stores locally.
- Installed uninterrupted power supply (UPS) to the system's server.

MORE IT EXPERIENCE*(Continued)***CENTENNIAL COLLEGE — SCARBROUGH, ON ■ 2002-2005****Networking**

- MS Windows Server 2000 and 2003 (AD DC, IIS DNS DHCP, Remote Access) install, troubleshoot and malignance, upgraded from Server 2000 to 2003.
- Setup exchange and sent emails.
- Routers setup, program, troubleshoot and enable communications using different routing protocols.
- Connected wireless equipment's.
- Located/solved various computer issues.
- Network Design, maintenance, monitoring and documentation.

Education:

<i>Network Professional</i>	2002-2005
Centennial College, Scarborough, ON	
<i>MATLAB - Introduction to Analytical Programming</i>	2016
York University, North York, ON	
<i>Java - Project Oriented Programing Course</i>	2014
York University, North York, ON	
<i>C and C++ Courses</i>	2008
Seneca College, Scarborough, ON	

Current Study:

<i>Information Technology</i>	<i>York University</i>	<i>Current</i>
<i>Microsoft MCSE Certification</i>		<i>Current</i>

Certifications:

<i>Cisco CCNA Certification</i>	2009
<i>Microsoft MCP Certification</i>	2008
<i>CompTIA A+ Certification</i>	2008
<i>Apple iPhone Certification</i>	2007
<i>Cisco Fundamentals of Network Security</i>	2004