



Ashi Sunnam

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Professional Summary

- 5+ years of experience in architecture, design, implementation and support of server and virtual infrastructure
- 3+ years of experience in administration of cloud infrastructure
- Deep Technical expertise in systems operations, systems administration and ITSM/ITIL methodologies
- A Post Graduate Degree in Information technology with an extensive experience in managing IT projects

Work History

Royal Bank of Canada - Senior Technical Systems Analyst Toronto

Jun 2017 - Current

- Provide 24/7/365 rotational support for the bank's windows, virtual and cloud infrastructure to ensure minimum downtime
- Act as a Subject Matter Expert to the Infrastructure teams and provide strategies to improve overall operational efficiency using agile practices
- Work with developers and automation teams to design a global scripting dashboard contributing to the automation of infrastructure
- Lead communication with Major Incident Management Team (MIMT) and application teams during P1 and P2 incidents and achieve a Mean Time to Recovery (MTTR) of 4 hours
- Plan, test and ensure successful implementation of Business Continuity and Disaster Recovery activities on a quarterly basis
- Effectively diagnose issues by participating in Root Cause Analysis (RCA) and update the Knowledge Base (KBs) on confluence
- Responsible for maintaining role based mail-boxes to support incident and change management requests ensuring proper SLAs are met
- Build, manage and run applications in isolated virtual containers on Linux servers to deliver fast-performing, centrally managed and secure distributed applications
- Develop Continuous Integration pipelines by leveraging configuration management tools to automatically configure and maintain servers in cloud environment
- Interact with vendors, consultants and infrastructure teams globally to ensure daily operational needs are met

Core Skills

Virtualization Platforms: VMWare, HyperV

Cloud Platforms: AWS, Microsoft Azure, IBM Bluemix

Cloud Migration services: Azure Migrate, AWS Server Migration Service (SMS)

Infrastructure as a Code Tools: Terraform, Azure Resource Manager, Cloud Formation

Scripting Tools: Powershell, PowerCLI, Ansible

Operating Systems: Windows Server

2003/2008/2012/2016, Red Hat Enterprise Linux,

Hardware: HP ProLiant, Cisco UCS, IBM, Intel X86 platforms, HP SAN

Deployment: Microsoft Deployment Toolkit, SCCM

Monitoring Tools: Moogsoft, BMC Patrol, Solar Winds, Cisco Meraki, Nagios, HP OneView

Ticketing Systems: HP SM9, Service now, BMC Footprints, Remedy, ConnectWise

Backup and Storage: IBM Tivoli Storage Manager, Cohesity, EMC VNX, Veeam backup and Replication

Education

Aug 2014

Post Graduate Degree in Information Technology- Lambton College, Sarnia, ON

Apr 2010

Bachelor's Degree in Mechanical Engineering- Andhra University, India

Information Technology Consultant

Toronto, Ontario

Oct 2014 – Jun 2017

- Involved in several contract roles for companies including Union Gas, Spectra Energy, Rogers, Group of Gold Line, Unisys and Randstad
- Led the project teams as a solution architect to design and implement infrastructure solutions in medium-high complex project environments - include Storage Area Networks, Desktop/Server Virtualization, File and Print Sharing, Active Directory and Exchange Administration
- Developed a thorough migration strategy (P2V and V2V) following regular systems monitoring and ITIL practices to identify and avoid intrusions
- Leveraged industry standard practices to migrate the existing infrastructure to VMware and Azure
- Architected windows 7 roll out/upgrade projects using System Center Configuration Manager
- Configured SCOM to achieve overall data center monitoring - include assessing the performance, availability and health of IT systems using a streamlined management console
- Transitioned existing mail servers from exchange 2010 to office 365
- Upgraded firmware on physical hosts in compliance with industry standards

The Source - IT Analyst, co-op student

Calgary, Alberta

Sep 2013 – Jan 2014

- This is a co-op role which gave me an opportunity to work with Bell's Retail Operations team in Western Canada and support their existing IT systems

Ray Labs Technologies –Lead Systems Engineer

Hyderabad, India

Nov 2009 – Nov 2012

- Managed a team of systems administrators who is responsible for on-time delivery of IT projects
- Participated in Data Center consolidation assignments for clients across India
- Worked closely with Infrastructure Architects to plan, design, test and implement migration strategies for transition of infrastructure from physical to virtual
- Participated in Change Advisory Board (CAB) meetings daily to review and prioritize requested changes and avoid risks

Certifications

Certified Kubernetes Administrator-In progress

AWS Certified Solution Architect-In Progress

AWS Certified Cloud Practitioner – Jun 2019

MCSA Windows Server 2012 – Aug 2016

ITIL Foundations V3 – Dec 2015

MCSA Windows Server 2008 – Aug 2012

CompTIA Project+ - May 2012

Projects

Office 365 Migration Project

2015-2017

Eliminate the cost and complexity of managing on-premises infrastructure by migrating the mailboxes from exchange 2010 to office 365 for a telecommunication firm

Data Center Consolidation Project

2014-2015

Consolidated over 1500 physical servers from data centers across US and Canada into 300 and migrated them to VMWare 5.5 for an oil and gas firm

Lexmark Print Release Project

2014-2015

Provided a centralized print solution for over 3000 end-users to send print jobs from anywhere to one central queue. The print queue securely releases output to any print-release-enabled-printer

