



# Ashi Sunnam

[ashi.sunnam@gmail.com](mailto:ashi.sunnam@gmail.com)

647 444 5571

[www.linkedin.com/in/ashi2789/](http://www.linkedin.com/in/ashi2789/)

## **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