

EXPERIENCE

TD Bank of Canada, Mississauga – *Senior IT Build Specialist*

Nov 2015-Present

Implementing and coordinating Unified Collaboration projects

- Work closely with the business and design team to coordinate the technology solutions to the business, proposing improvements that leverage the power of the Cisco Unified Collaboration platform
- Coordinating VoIP, Video and Network projects from design, Pre Acceptance Testing to Production
- Oversee findings follow-ups to ensure implementation of recommendations.
- New Technology compliance assessment such as SaaS MS Team supervision for O365
- Expert in building virtualization, VCS, WebEx, Jabber, and Contact Center design and implementation.
- Responsible for Certificate update, vulnerability and patch management on VoIP systems.
- PowerShell scripting for Active Directory import and export queries
- Providing guidance and training on IT general controls and IT application controls methodology/standard/guidelines to technology groups
- Builds effective relationships with internal/external stakeholders.

TD Bank of Canada, Mississauga – *Design and Solutions Specialist*

Nov 2014-Nov 2015

Designed and implemented Unified Collaboration

- Created design for integration for replacement of acquired organization's voice/video applications
- Created strategy to integrate or replace acquired organization's voice/video application
- Lead development, testing and QA functions to ensure that projects are securely delivered and fulfill expectations
- Controlling the certificates for all VoIP clusters
- Created high level design document for voice applications

Long View Systems, Toronto — *Systems Consultant*

Feb 2014 – Nov 2014

I was Consultant and post sales engineer for designing and implementation of Unified Collaboration and Wireless projects.

- Made the clients familiar with new products and services and engaged presales
- Created BOM, SOR, SOW and WBS and tracking the progress for implementation of different projects
- Designed and implemented Cisco Unified Collaboration solutions

SKILLS

Cisco Unified Collaboration

Cyber Security

Routing & Switching

Virtualization and Cloud

VBA , Python & SQL

Azure & O365 Compliance

Windows, Linux & Unix

Project Management

Willingness to learn

Team-Oriented

Critical thinking

Decision making

INTERESTS

Playing Music

Running

Reading

- Working with the security team to configure SafeNet Payment HSM and setting up standalone CA server and two and three tier PKI for the clients.
- Exposure to project budget and providing control information to make sure the budget is under control
- Training end users and administrators with the new system functionality and features.

Bell Canada, Mississauga — Senior Voice Analyst

Oct 2012 – Jan 2014

Implemented Cisco Contact Center Solutions including WFM, QM

Cisco Unified Communications, UCCX and UCCE for Bell clients

CompuCom Canada, Mississauga — Network and Unified Collaboration Consultant

Sep 2007 – Oct 2012

Worked as consultant, technical prime and post sales engineer for more than 60 clients in successful design and implementation of several IP Telephony projects on time, within budget and efficiently. These implementations were using different flavors of IPT technology such as Gatekeeper, WebEx, Contact Centre, Speech Connect and Unity.

Research In Motion (BlackBerry), Waterloo — Telecom Systems Administrator

Feb 2006 – Aug 2007

Integrated new Cisco Telephony Systems for Blackberry in different locations and replaced legacy systems to make the internal IP Telephony more manageable and more scalable.

Certificates:

PMP (Project Manager Professional)

CISA (Certified Information System Auditor)

CEH (Certified Ethical Hacker)

Education:

Data Science, University of Toronto

Cyber Security, CISSP & CCSP (Certified Cloud Security Professional)

B.Eng, Software Engineering- Azad University

Wireless Post Diploma – George Brown college