

Mananpreet Singh

System & Network Administrator

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CSC012076785

Expertise

- Network Security
- System Administration
- Network Administration
- Server Administration
- Mixed-Platform Environments
- Scripting
- Documentation
- Open-Source Tools
- Application Deployments
- ITIL Knowledge
- Troubleshooting
- Training and Mentoring
- Team Building & Leadership
- Technical Customer Support
- Technical Infrastructure (LAN/WAN)

Technology Summary

Web Languages	PHP, HTML, CSS, MySQL, Scripting (Bash, PowerShell)
Databases	MySQL, DB2 (IBM)
Operating Systems	Windows 7, 8, 10, Linux, MAC
Servers	Windows: MS 2003, 2008, 2012 Linux: RHEL 5, 6
Software's	Microsoft Office, Visio, Wireshark, MATLAB, VMWare
Server Applications	IIS, Apache, WebSphere, Active Directory, SharePoint, Twiki, JIRA, BladeLogic, Service Now, Splunk, Chef, TeamCity, WordPress, Drupal
Web Technologies Protocols	SSL, SSH, HTTP/S, DNS, VPN, FTP, Firewalls, IPS, IDS, PKI RIP, EIGRP, OSPF, BGP, TCP/IP, UDP, DHCP, VOIP

Professional Experience

Sr. System Administrator (Technical Lead)

NTT Data Canada Inc.

June 2013 – Present

(3.7 Years)

Promoted to Senior System Administrator role to lead a three-member IT team in configuring, troubleshooting and maintaining Linux and Windows infrastructure for a large-scale enterprise Data Center. Provide tier 2 support and assist in application deployments (Java and .Net), administration of IIS, Apache, Tomcat, WebSphere, MySQL, AD, DNS, load balancers, authentication (Kerberos, SiteMinder and SPNEGO), SSL certificate (PKI) and disaster recovery tests. Create scripts (Bash, PowerShell) to automate deployments. Participate in troubleshooting and resolve infrastructure faults/outages by providing RCA. Mentor and train team members as necessary.

Achievement Highlights:

- **Performance Tuning:** Ensured that applications was configured and optimized for maximum functionality and availability. Implemented solutions that reduced deployment time by 45% and improved work capacity by almost 50%.
- **Project Management:** Led enterprise wide application deployments, oversaw major app migrations project that improved network performance, improved efficiency and integrated new technologies into existing data-center environments.
- **Documentation:** Improved technical documentation and knowledge based articles for user support and internal policies.
- **Troubleshooting:** Rectified many issues by instituting best practices in system log analysis, backups, user account/permissions management and web applications configurations.

Conducted Lab Sessions and exercises for class of 50 + students and assisted Lab instructor with various activities as necessary. Acted as an exam invigilator for Network Security course.

Achievement Highlights:

- Improved the lab setups (protocol analyzers, Sniffers) and training material.
- Identified, analyzed, and resolved technical problems in a professional manner by providing guidance to students.
- Supervised the periodic inspections and maintenance checks on laboratory equipment's (IDS, IPS, Cisco Router, Switches, Firewalls etc).
- Provided high quality and informative customer service to diverse students.

Designed, configured and managed network (CISCO products) and Server infrastructure for a mid-sized web services and hosting provider. Managed virtualized infrastructure using VMware and installs servers (DNS, SQL, IIS, AD, Web and App), workstations from scratch. Assisted with network design, system monitoring, scheduled backups and website design (using various CMS systems like WordPress, Drupal and Vbulletin).

Achievement Highlights:

- Improved the web infrastructure performance and websites speed by utilizing the same amount of resources.
- Ensured that all server hardware, software, operating systems and procedures aligned with organizational standards and strategic business plan.
- Strengthened system/network security and business-continuity planning as a member of company's security incident response team and conducted regular reviews and audits.
- Drove a 25% decrease in Web site downtime by migrating server sites and online stores to Linux server.
- Corrected server configuration problems, wrote scripts to ensure smooth server/reboot functioning, and assisted with a variety of Linux-based inquiries and concerns.
- Stabilized, expanded and protected client network and PC environment. Built new servers to maximize Web hosting, terminal server, file/print sharing and domain control performance.

Academic Credentials

Masters in Internetworking	2011-2013	Dalhousie University	A
B Tech in Electronics and Communication	2006-2010	Punjab Technical University	A

Additional IT Experience

On-Point Volunteer Association	Communication Director (Volunteer)	May, 2016 - Present
President's Office, Dalhousie University	Website Resource Person	Aug 2012 – Aug 2014
International Centre, Dalhousie University	Assistant Outreach & Off Campus Accommodation Specialist	May 2012 – Aug 2012
Orkut Help group, Google Inc.	Orkuteer	Nov 2007 – May 2011