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| **Mananpreet Singh**  ----------------- System & Network Administrator | **Email:** manan@dal.ca  **Phone:** +1-647-547-8595  **Website:** www.manansaini.com  **Address:** Relocating to Ottawa | https://ummknarf.files.wordpress.com/2013/05/ccna_routerswitching_med.gifhttp://downloadvectorlogos.com/download-vector-logos/logos/pdf/ccda.jpg  **CSCO12076785** |  |

**Expertise**

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

**Technology Summary**

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| **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** | SSL, SSH, HTTP/S, DNS, VPN, FTP, Firewalls, IPS, IDS |
| **Protocols** | RIP, EIGRP, OSPF, BGP, TCP/IP, UDP, DHCP, VOIP |

**Professional Experience**

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| **Sr. System Administrator (Technical Lead) June 2013 – Present**  NTT Data Canada Inc. (3.7 Years) |

Promoted to senior system administrator role to lead a twelve-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 (WAS/WPS), 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.

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| **Lab Assistant (Network Security) April 2013 – May 2013**  Internetworking Department, Dalhousie University (2 Months) |

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 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.
* Provided high quality and informative customer service to diverse students.

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| **System Network Administrator July 2007- July 2011**  Logic Matters (4 Years) |

Designed, configured and managed network (CISCO products) and Server (Microsoft) 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**

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

**Additional IT Experience**

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| 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 |
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| **Communication Director (Volunteer) May 2016 – Present**  On-Point Volunteer Association (7 Months) |

Maintain the organization website regularly. Lead the team who shares our success with the local community. Researching, Proposing new strategies to replace its current tools with cloud based infrastructure. Collaborate closely with other Board members and chair communication team meetings. Support 6 other Coordinators to utilize all the media by which we will recruit, celebrate and foster relationships with current, past and potential members.

**Achievement Highlights:**

* Designed the website from scratch for this volunteer association.
* Establish communications strategies and execute programs to deliver communications objectives throughout the organization.
* Implemented strategies in the organization to move its products and services into cloud based infrastructure.
* Interacts with non-technical staff and provide them training of new products.
* Provided high quality and informative customer service to diverse students.

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| **Website Resource Person Aug 2012 – Aug 2014**  President’s Office, Dalhousie University (2 Years) |

Responsible for designing, content editing, maintaining and deploying the website of Human Rights, Equity, and Harassment Prevention. Optimized the website for search engines. Conducted regular meetings with ITS department for new policies and procedures.

**Achievement Highlights:**

* Worked on different content management systems (Collage and Adobe CQ5).
* Improved the Search engine optimization.
* Transferred website from Collage CMS to Adobe CQ5 CMS system.

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| **Assistant Outreach & Off Campus Accommodation Specialist May 2012 – Aug 2012**  International Centre, Dalhousie University (4 Months) |

Led a team of three members for developing a website portal and communication strategy. Collect, analyze and disseminate feedback and statistics related to new off-campus housing service and website. Participated in strategic discussions and decisions with management and legal teams.

**Achievement Highlights:**

* Developed a website portal to overcome the new student’s accommodation issues.
* Worked collaboratively and created an effective communications and marketing strategies to promote new online off campus housing service.
* Improved the functionality and SEO for existing website of on-campus housing department.