

HERMANN GAEL NANG-SONG

Ottawa, ON, Canada | +1 (613) 913-0249 | nangsonghermann@gmail.com | [linkedin profile](#)

SYSTEM ADMINISTRATOR / NETWORK ADMINISTRATOR / TECHNOLOGY ANALYST / IT INFRASTRUCTURE SPECIALIST

*System Maintenance * System Monitoring * Network Configuration * Office 365 * ITIL * Cloud Administration * Scripting * Automation * Bilingual (French-Native, English-Native)*

Seasoned systems administrator with over 7 years of experience managing complex infrastructure and security for large enterprises. Skilled in optimizing system performance and maximizing ROI through upgrading legacy systems and implementing automation. Expert in Windows Server and Unix/Linux administration, VMware virtualization, disaster recovery protocols, and AWS/Azure cloud platforms. Analytical troubleshooter able to rapidly diagnose and resolve technical issues. Proven leadership abilities in managing strategic IT projects and mentoring junior staff. Seeking a systems administrator role overseeing infrastructure and initiatives for a dynamic, growth-oriented company.

Operating Systems: Windows, RedHat, Ubuntu, CentOS, MacOS * **Storage:** SAN, NAS, RAID Configuration * **Networking:** TCP/IP, DNS, DHCP, VLAN, VPN, Firewall * **Scripting:** PowerShell, Bash, Python * **Ticketing System:** ServiceNow, Remedy, Jira * **Tools:** Ansible, Terraform, Git, GitHub, GitHub Action, Jenkins, SCCM, Control Tower, Terraform

-----EXPERIENCE-----

SYSTEM ADMIN-WINDOWS INFRASTRUCTURE, BANK OF CANADA, DEC 2023 – PRESENT

- Install and configure new servers
- Develop automation scripts to streamline IT processes and administration
- Maintain current knowledge of emerging technologies and IT industry best practices
- Collaborate with other teams to facilitate and improve the infrastructure
- Perform servers monthly patching in all environments
- Analyse systems need, perform process re-engineering, operation management and research
- Provide support for systems within my area of expertise, monitor performance of systems and service agreement to ensure that ongoing service-delivery standards, service levels and IT policies are met
- Work autonomously to analyse diagnostic information and/or resolve uncommon or complex problems in a multi-functional setting, assessing, and communicating technological issues that affect the function or corporate level, and recommend solutions to more senior colleagues or management.

SYSTEM/NETWORK ADMINISTRATOR, OTEDEK CONSULTING INC, EDMONTON AUGUST 2022 – DEC 2023

- Manage and maintain servers, network infrastructure, security systems, and other IT systems
- Install and configure new servers, network devices, and other hardware
- Upgrade systems and infrastructure to improve performance and scalability
- Troubleshoot hardware, software, and network issues
- Perform system monitoring, analysis and tuning to optimize performance
- Design and implement new network architectures and system infrastructure
- Develop automation scripts to streamline IT processes and administration
- Ensure critical systems meet high availability and business continuity requirements
- Document network/system architecture, procedures, requirements, and problems/resolutions
- Conduct capacity planning and make upgrade recommendations for future growth
- Manage IT projects related to network/system infrastructure rollouts and upgrades
- Collaborate with software developers, IT security staff, and business teams
- Maintain current knowledge of emerging technologies and IT industry best practices
- Provide technical training and mentorship to junior IT staff members

WINDOWS SYSTEM ADMINISTRATOR, MINISTRY OF POST AND TELECOMMUNICATION, FEB 2019 – JULY 2022

- Install, configure, and upgrade Windows servers and workstations
- Manage Active Directory, including user accounts, group policies, OAuth, and federated authentication
- Configure and maintain Windows-based business applications and systems
- Monitor and tune system performance using tools like PerfMon and Event Viewer
- Perform system maintenance tasks - patches, updates, backups, etc.
- Troubleshoot issues across Windows infrastructure and applications
- Design and implement new Windows servers, workstations, and features
- Manage Windows systems security - ACLs, firewalls, antimalware, NTFS permissions, etc.
- Migrate legacy systems and data to new Windows platforms
- Develop and document standards, procedures, baseline configurations, and disaster recovery protocols
- Monitor disk space, system resources, and network utilization
- Automate administrative tasks using PowerShell scripting
- Collaborate with network, security, and software development teams
- Make recommendations for new technologies, upgrades, and process improvements
- Train junior staff on Windows administration best practices

-----EDUCATION-----

MASTER'S DEGREE COMPUTER SCIENCE

MAJOR: INFORMATION TECHNOLOGY AND SECURITY | UNIVERSITY OF BAMENDA | GRADUATED

BACHELOR'S DEGREE COMPUTER SCIENCE

MAJOR: SOFTWARE ENGINEERING | UNIVERSITY OF DSCHANG | GRADUATED

-----CERTIFICATIONS-----

COMPTIA A + | COMPTIA NETWORK + | COMPTIA SECURITY + | RHCSA (RED HAT Certified System Administrator) | AWS Certified Cloud Practitioner | Microsoft Certified: Identity and Access Administrator Associate | Terraform Associate