

RAJAN SHARMA

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WORK EXPERIENCE

NOC(Network Operations Center) Engineer

06/2021 – present

Tucows (OpenSRS, Enom, Ting, Ting Internet, ASCIO & Epag)

Toronto, ON

- Consistently monitored and worked on restoration of companies mission critical Infrastructure, network, applications, and cloud services while meeting service level agreements
- Analyzed web server logs and Wanguard anomalies for malicious activities/DDOS attacks and mitigated the threats using NTT and blocking unusual traffic
- Architected and designed rapid deployment methods using Chef and Ansible to auto deploy servers as per the infrastructural requirements
- Incorporated use of tools like Jenkins to automate deployment of pre-compiled code in our test environment
- Regularly executed service requests to provision test environments on AWS using IaaS (Terraform) as needed
- Collected and reviewed performance reports for Windows and Debian Linux systems, and report trends in hardware and application performance against KPIs to reduce outages by 15%
- Lead incident meetings during High Severity issues and documented all actions taken. This included contacting the correct individuals, assisting with troubleshooting, and sending incident updates to stakeholders using Everbridge.
- Created automated alerts to refine monitoring service tools like Zabbix, Nagios, Alerta, SCOM, Grafana and Datadog
- Maintained and developed Wiki (Confluence) and technical documentation of processes and procedures used throughout normal operations.
- Fulfilled admin duties such as User Access management in LDAP, AD, mail system and internal admin interfaces; installation of SSL certificates for domains on load balancers (BigIP and A10)

IT Technician

06/2020 – 06/2021

Desjardins

Aurora, ON

- Carried out specialized technical studies, research and analysis. Served as resource person for the submission of solutions and action plans in adherence to company SLAs
- Managed physical and virtual server infrastructure including patches, upgrades and server builds and installs using SCCM
- Developed scripts with PowerShell and bash to automate critical backups, extract system reports, manage redundant files and user components on AD
- Maintained 80% first call resolution rate for 3000+ calls exceeding the average team objective
- Provided quality telephone/email/chat and remote diagnostic technical support of Office 365, servers, user devices and various applications (Citrix, browsers, web apps, etc.)
- Produced comprehensive email change notices for users prior to occurrence of major projects
- Created weekly KB articles in HPSM to outline company IT procedures and tutorials for future projects

MGCS- Ontario Public Service

01/2019 – 04/2019 & 09/2019 – 12/2019

Information Technology Support Officer

Toronto, ON

- Analyzed/troubleshoot all levels of desktop, application and network issues. Provide computer hardware and software setup, repair, upgrading
- Migrated MS Office 2013 on-premises to Office 365 with Skype-for-Business for approximately 65000 users in an extended hybrid migration project
- Actively worked with Project Management workstream leads for an office relocation project to ensure clients' devices are structured and operable post move within the given time frame
- Tracked calls and documented issues into BMC Remedy tracking software, consulted knowledge database to optimize resolutions and followed through on resolution with callers

EDUCATION

Georgian College	01/2018 - 12/2019
Computer System Technician – Networking	Barrie, ON
Windows Servers, Information Security, Linux System administration, Computer Networking, Windows desktops deployment, Project Management, Administrative scripting and Enterprise Support	

SKILLS

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- **Microsoft Applications:** O365 suite, Intune (MEM), Forms, Teams, SCCM, SharePoint, Exchange, Azure Active Directory
 - **Scripting/Terminal:** Python, PowerShell, Bash, aws cli
 - **CICD tools:** Github, Jenkins
 - **Cloud Platform:** AWS, GCP and Azure
 - **Containerization:** Docker, Kubernetes
 - **Configuration tools:** Chef, Ansible and Puppet
 - **Automation tools:** Vagrant, Terraform
 - **Network Protocols/Utilities/Tools:** TCP/IP, VPN, SMB, DHCP, DNS, LDAP, nmap, WLAN, OpenSSL, tcpdump, snort, Firewalls, SMTP, IMAP
 - **Server Administration:** Citrix 2019, FileZilla, Windows Server 2012/2019, Linux servers, Apache 2.4, MySQL servers
 - **Service Desk Tools/ ITSM:** BMC Remedy, HPSM, ServiceNow, Jira cloud, Bomgar, VNC connect
 - **Monitoring tools:** Zabbix, nagios, Alerta, SCOM, Prometheus, Kibana, Wanguard, NTT, Grafana and Datadog

PROJECT/LABS ([Github](#))

Deploying a HTML resume website using Devops methodology

This [lab](#) was created with the aim to gain an understanding of the below

- Implementing Software Version Control (Github)
- Containerizing Code on production using Docker (Docker containers with apache web server)
- Creating CI/CD Pipelines using Jenkins
- Configuration Management using Puppet
- Performance Tuning and Monitoring using Nagios