Sunny Hashmi

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EXPERIENCE

Athena Software
OCT 2017 - OCT 2019

DevOps Engineer
- Deployed production environments for Amazon Web Services UK roll-out *(AWS EC2, RDS, S3)*
- Retooled build and packaging of Penelope for CentOS, developing a proof of concept to be implemented in Continuous Integration project *(Bash, Jenkins)*
- Automated the staging of production environments for single-host to multi-host Java server migration *(Ansible, Caucho Resin)*

Systems Administrator
- Deployed new installs and upgrades, triaged and fulfilled internal and customer requests *(CentOS, Caucho Resin, Redis, PostgreSQL, Apache)*
- Oversaw initial implementation and deployment of Client Connect, Redis, and Resin multi-host platform in testing and production as Saas Operations lead
- Designed, implemented, and deployed QA testing infrastructure, training QA department for self-reliance on software configuration and deployment *(VMWare)*
- Ensured reliability of global production systems including incident response and post-mortems; 0 missed or late pages *(Datadog, Nagios, LibreNMS)*
- Reviewed, redeveloped, and formatted wiki documentation on SaaS Operations processes to ease DevOps transition and departmental expansion

Nordia Inc.
APR 2016 - NOV 2016

Service Assurance/Fraud Prevention
- Level 1 escalation for Bell Mobility retailers and customers regarding potential fraud, advised on security and further escalation procedures
- Contacted customers about questionable account activity, performing explicit and implicit identity verification
- Conducted ad-hoc fraud investigations on suspected accounts, taking executive action when necessary
- Built a reputation for strong, thorough investigations and quick identification of serial fraudsters

Customer Service Representative
- Responsible for inbound account and technical support for Bell TV, internet and home phone
- Determined when service calls were required and bottom-lined communication between dispatch and customers
- Performed sales and upselling to consistently reach daily quotas

Manulife
NOV 2015 - APR 2016

Imaging Technician III
- Scanned insurance claims with speed and strong attention to detail, won departmental award for high output with >98% accuracy
- Formatted, compiled, and printed insurance documents for time-sensitive delivery to internal legal team

PROJECTS

Screencast
JAN 2016
- Created a simple command line tool that sends an audio/video stream of your desktop to any Chromecast device *(Bash, Linux)*

Model Explorer
MAR 2014
- Participated in design of graphical visualizations for large-scale semi-chaotic simulations *(HTML5, Javascript)*
- Redesigned and reformatted technical documentation for accessibility *(Markdown)*

VOLUNTEERING

The Working Centre Computer Recycling
2014
- Recycled salvaged and donated PC hardware into Linux desktop computers for sale at cost *(Debian, Ubuntu)*
- Provided desktop support to customers and community members in need

Trip! Project
2010 - PRESENT
- Participated in writing and editing articles for self-published zines on safer sex and safer drug use
- Represented Trip! on scholarship in roundtable discussion at 2011 International Drug Policy Reform Conference

EDUCATION

Conestoga College
2013 - 2014

Electrical and Electronics Engineering

SKILLS

Ansible, Jenkins, Caucho Resin, Apache, PostgreSQL, Git, VMWare, Datadog, Nagios, LibreNMS, AWS (EC2, RDS, S3), Linux (CentOS, Debian, Ubuntu, Arch Linux)