Sunny Hashmi

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EXPERIENCE

Athena Software
OCT 2017 - PRESENT

DevOps Engineer
- Deployed production environments for Amazon Web Services roll-out *(AWS EC2, RDS, S3)*
- Retooled build and packaging of Penelope for CentOS, developed proof of concept to implement in Continuous Integration project *(Bash, Jenkins CI)*
- Took initiative in automating the staging of production environments for single-host to multi-host Java server migration *(Ansible, Caucho Resin)*
- Maintained all duties and responsibilities of Systems Administrator position

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

Nordia Inc.
APR 2016 - NOV 2016

Customer Service Representative (Service Assurance)
- Spoke with Bell Mobility retailers and customers regarding suspected fraudulent activity, advised on security measures and escalation procedures
- Conducted fraud investigations on suspected customers and took executive action on accounts when necessary
- Performed inbound technical support and sales for TV, internet and home phone customers

Manulife
NOV 2015 - APR 2016

Imaging Technician III
- Responsible for scanning 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 legal department

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 CI, Caucho Resin, Apache, Redis, PostgreSQL administration, VMWare, Datadog, Nagios, LibreNMS, AWS (EC2, RDS, S3), Linux (CentOS, Debian, Ubuntu, Arch Linux)