**SUPREET JASANI**

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**CAREER OBJECTIVE:**

To obtain a position as **Network Solution Specialist** in a progressive organization that believes in an individual’s capabilities and strives to foster an environment of professional excellence and personal growth.

**PROFILE:**

* Self motivator and positive thinking for career success
* Ability to motivate and lead a team of associates to achieve the targets of the organization
* Positive attitude combined with a strong work ethic and organizational skills
* Good data acquisition, analytical knowledge, problem solving and communication skills.
* Knowledge of four different languages English, French, Hindi, and Punjabi

**IT SKILLS:**

**Languages :** C, C++, VB, COBOL, HTML, JAVA, ASP, C#

**Databases :** MS-Access, SQL Server, Sybase, Oracle (6, 7, 8)

**Operating Sys:** Windows Vista, NT/ 98/ 2000/ 2003/ XP, MS-Dos, UNIX, Linux (SUSE, FEDORA)

**Application :** Microsoft Outlook, Microsoft Exchange, Peoplesoft, Unity, Extensity, AS/400

**Hardwares :** Routers – Switches – Hubs (Cisco, Cabletron), Seagate Hard Drives, Backups (HP superstore, DELL), Netgear, Belkin, Speed touch, Linksys, D-link, Servers (SUN, HP), IBM Mainframe

**Technologies :** IP routing (RIP, OSPF, BGP/MBGP, IGRP, EIGRP) VLANs, STP, VoIP, MPLS, LDP, ATM, Frame Relay, HDLC, PPP, Cisco IOS, SSL VPN , Queuing, QoS, Citrix Metaframe, Active Directory, TCP/IP, UDP, ARP, RARP, ICMP, BootP, Access List, Telnet, FTP, TFTP, NFS, X Window.

**WORK EXPERIENCE:**

**Journey Asia Inc, Mississauga (Canada) (March 2012 – Present )**

**IT Consultant**

* Assisting Users with routine backups and software upgrades.
* Develop and implement policies and procedures throughout the software development life cycle
* Responsible for preparing new company workstations and portable computers with bespoke build from ghosted disk images.
* Detailed ticketing and time tracking, including description of problem, work performed and resolution.
* Manage hardware sales and procurement using a ticket-based system.
* Ability to diagnose basic IT and computer system and network issues; hardware, software, networking, desktop, VPN and operator problems.
* Installation, configuration, and troubleshooting of hardware and peripheral components such as monitors, keyboards, printers, disk drives, network servers, routers, and firewalls.
* Develop policies, procedures and contingency plans to minimize the effects of security breaches
* Answer technical support phone calls, open support tickets and address those Client requests
* Resolve, escalate and provide status updates to internal team members
* Configuration and support of Android, iOS, Blackberry and Windows phones in Microsoft Exchange and ActiveSync environments.

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**Herjavec Group, Mississauga (Canada) (May 2011 – Feb 2012)**

**Security Analyst, Information Security Operation**

* Open ticket review for **LAO & Omgeo and** Device Discovery weekly reports for **Omgeo & Shoppers.**
* Responsible for managing and maintaining **Firewall, IPS, IDS, SIEMs** security solutions for medium to enterprise level multinational clients.
* **Monitor device count, Daily ticket trend, and alert ticket** trend as nightly tasks.
* Escalating events based on **Failed Logins, Brute force attacks, Link up down and other critical issues.**
* Create and maintain **system architecture and design documentation**
* Troubleshoot complex system errors and issues and Develop custom rules for **IPS and SIEM environments**
* Work as an onsite **Technical Security Resource** for major Canadian Bank
* Identify significant **security threats** and provide recommendations to **mitigate exposure**
* Work with client to meet **audit requirements unique to their IT environment**
* Evaluate **Internet-wide security threats/exploits** in relation to events reported on managed

security platforms.

* Escalate **Security threats to managed customers**
* **System health** monitoring of **managed customer platforms**

**IBM, Mississauga (Canada) (Mar 2010 – April 2011)**

**Network Operation Center Consultant-Contract**

* Real time Monitoring of **IPDS-LOBLAW** in production Servers using **BMC Patrol.**
* Acknowledging and taking **Ownership of alerts**, thereby creating tickets in **Remedy and Service Perigrine** & directing them to required **Queues/Towers**.
* Maintain/Monitor daily Backup and Restore job status on various Servers. Starting/Stopping Daemons and Processes using **VERITAS Net Backup 5.0 client** software.
* Access to Unix Servers via SSH to check the **Bandwidth, CPU Utilization, Performance metrics**, **Block IO, Hostname, Memory Size,** and Distribution of the memory in Use.
* Identifying **CPU Performance and Memory** issues via **VMware VSphere Client access.**
* Proactively monitoring the service quality against the service targets defined in **SLAs** (implement and leverage the **ITIL SLM process**.)
* Categorizing, Prioritizing, Assigning and Closing tickets as per ***ITIL framework methodologies***

**IBM, Markham (Canada) (June 2009 – Feb 2010)**

**Technical Support Analyst-Contract**

* Real time Monitoring of various sites in production using **HP Open View, IBM TIVOLI & NETCOOL**
* Escalate, document and acknowledge alerts in HP Open View. **Polling Nodes, Pinging the site and Check-ing Power** using Security Contact & Power Crew for clients: **Allianz Life and Fireman’s Fund.**
* Helping client with many application using tools in **CITRIX** environment that include Mainframe Software’s like **RACF, ID3, Versatul** for resetting passwords. **BES manager** for syncing blackberry with lotus notes calendar and address book, Extensity, PeopleSoft, Etime etc.
* Adding users to **security groups** in **Active Directory (AD)** as per client’s requirement.
* Granting Access and Permissions to the **Shared Drive or Folders.**
* Providing **Domain Access** to new employees and Assigning **membership** in Active Directory Users and Computers as per their job roles.
* Checking the **membership of** the users from Active Directory tool as per the **ID req** submitted by client.
* Maintained daily backups of server using **VERITAS Netbackup 5.0** software
* Upgrading **Cisco IOS** Software image files and Backing up/restoring configuration files to/from **TFTP**
* Update existing application support(CKM) library for the Technical Documents. This material enabled helpdesk agents, support personnel & end-users to resolve technical issues on their own.

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**ROGERS Communication Inc, Brampton (Canada) (June 2008 – May 2009)**

**Network Specialist-Contract**

* Assisting various clients like OLG (Ontario Lottery and Gaming), LCBO (Liquor control board of Ontario), and BNS (Bank of Nova Scotia) with **CISCO, JUNIPER** and **NETSCREEN** equipments
* Arranging service calls for our clients for issues like swapping router, swapping modem, lowering the profile, adjusting Tx/Rx and SNR levels at cable sites
* Troubleshooting the issues for **DSL and Cable sites** by logging into CISCO equipment and checking levels, modem uptime, router uptime, interfaces, and event logs
* Creating master tickets **(Synergy ticketing system)** for area outages
* Verifying version and interfaces once the router is configured and swapped ( DSL swap of **CISCO 1801** )
* Deleting and Re-adding the router in the **SPITT GUI** website to make it accessible via loopback IP
* Checking **BGP** summary to verify if the session is active.

**TELUS Communication Inc, Scarborough (Canada) (Sept 2007 – May 2008)**

**Technology Analyst**

* **Storage Area Network** (SAN) architecture for changing or inserting backup tapes for our Broadridge, Canada Colors, and E-post clients as per the backup schedules.
* Taking **incremental and differential backups** as per the schedules.
* Setting up **firewall** and managing **Packet filtering** using **Routing and Remote Access** service.
* Managing assigned **Remedy** tickets for issues related **HP, IBM, Dell Power edge Servers** (Blade Servers installed in Rack mountable enclosures)
* Assisting Tier3 team in troubleshooting issues like configuring **Group Policies (GPO)** and **Services**
* Implementation of **TCP/IP** and related Services-**DHCP/DNS/WINS**
* **Installing Computer and Infrastructure equipments** incabinets in the cold aisle/hot aisle arrangement on the **raised floor**.
* Thorough understanding of **Release/Change Management**, with proven experience
* **Responsibility/ownership** to ensure service are risk-averse and compliant
* Familiarity with **Remedy, Service Now, Synergy or other ITSM tools**

**SENECA COLLEGE, Toronto (Canada) (Oct 2006 – April 2007)(May 2008 - Aug 2008)**

**LAB Assistant**

* **Lab Assistant for OPS 235 and OPS 335 (LINUX Courses)-Part Time**
* **Troubleshooting basic networking queries with LINUX (FEDORA and SUSE)**
* **Helping Students with Installing and Configuring Microsoft Server 2003 and Exchange 2003.**
* **Installing and Configuring Active Directory User and Computers including creation of OUs & Users.**
* **Administering Microsoft domain services including Active Directory, GPO, user accounts, shares, security permissions, DHCP, DNS, WINS etc.**
* **Functioning of all seven layers of OSI model and Comparison of OSI model vs DoD model**
* **Applying, Verifying and Removing Standard IP access list on the CISCO 1811**

**WIPRO, New Delhi (India) (Jan 2005 – Jan 2006)**

**Technical Support Executive-Full Time**

* **Handling wireless issues and performing ad-hoc connections**
* **Troubleshooting connection and disconnection issues using Diagnoses like MS-config and WINSOCK**
* **Configuring DELL, SPEEDTOUCH, BELKIN and NETGARE routers**
* **Escalating cases to British Telecom in case client doesn’t get proper BT signals**
* **Arranging service and non-service calls for the clients**
* **Awarded with a Certificate after successful completion of AOL training for the first level**

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**VOLUNTEER EXPERIENCE:**

**Downtown Coalition, Toronto (Canada) (May 2019 – Present)**

**Director of Communication**Poverty Alleviation (**Founded by CHANTELL WILLIAMS in 2018)**

A. Downtown Coalition, we are a multi level Community Development organization that is driven by a single goal; to do our part in making the world a better place for all.

B. Our organization supports the social development of the individuals by assisting them to overcome adversity an barriers such as poverty and oppression. We provide the necessary resources and tools that will aid our clients development and that will improve their quality of life within society both domestically and globally. We strive to build long lasting, trustworthy and understanding relationships with our clients as we work together to make a positive impact within our community.

C. Grant opportunity (IRAP Funding) and Programs Outline to use this funding ( Donna Marie Youth Centre, DC Consulting Department, DC Fashion Department, and Families Connect Database, Information Station (DCIS), Mobile Pantry, Healthcare Service, Shelter Services. etc )

**EDUCATIONAL QUALIFICATIONS:**

* Diploma in Computer Networking SENECA COLLEGE, Toronto, CANADA

**CNS Computer Networking and Systems Technology** (May 2006 – August 2008)

* **Bachelor's degree (Completed five out of six semesters) in BCA, IGNOU, Delhi, INDIA**

**BCA Bachelors in Computers Application (Jan 2002 – Dec 2005)**

* **E-DAST (Software Diploma) from CMC, New Delhi, INDIA**

**Diploma in Advance Software Technology (Dec 2001)**

**CERTIFICATIONS:**

* CompTIA Security+ Certification Exam (November 2011)
* RSA enVision Certified Systems Engineer 4.0 (October 2011)
* CCNP Cisco Certified Network Professional – Under Way
* CCNA Cisco Certified Network Associate ( April 2011 )
* MCSA 2003 Track Microsoft Certified System Administrator: Messaging ( Jan 2004 )

**HIGHLIGHTS OF QUALIFICATION:**

* Achieved ‘A’ Grade in following subjects:

IOS110 (Intro to OS), ULI101 (Intro to LINUX), DCN286 (Data Comm.), WIN210 (Win Administration)

* Achieved a **GPA of 3.8 in Summer 2008** semester
* Rebuilt **Citrix MetaFrame server 4.5** to replace Citrix 4.0 server on Windows 2000 and installed applications like AS/400, Lotus Notes

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* Built and Maintained private LAN and WAN networks by configuring CISCO routers and securing it with **ACLs (Access Control Lists)**
* Prepared a **USB Boot Media** wherein **Puppy Linux** was to be installed on USB Flash Drive.
* Successfully achieved the desired results in **C programming projects** like Average of student grades in each section, Euclid’s Algorithm and ISBN Validation,

**INTERESTS:**

* Traveling, playing cricket, reading books and listening to music