Tushar Chand

📞 (306) - 261 - 8687

📍 Toronto, ON

✉️ tushar.k.chand@gmail.com

🔗 ca.linkedin.com/in/tusharchand

🔗 https://github.com/tusharchand

Skills

Proficient

Python PyTest

Netmiko Paramiko

TextFSM Cisco IOS XR

Routing Protocols Git

Jenkins

Familiar

JavaScript NodeJS CSS

DB2 SQL CI/CD

ExpressJS jQuery

Pandas mongoDB

Education

BSc, Computer Science, Hon's

Lassonde School of Engineering, York University

Graduated Oct'18

WORK EXPERIENCE

Software Engineer, Cisco — Mar'21 - Present

- Developed and deployed Python based automation scripts using Jenkins to triage, identify, and resolve issues efficiently.
- Automated the configuration of routing protocols, VPNs, and other features on service provider routers such as ASR9K and NCS5500.
- Led project development by defining requirements, creating mock-ups, and, conducting user reviews to develop a comprehensive test design plan.
- Implemented, tested, and debugged multiple dynamic routing protocols such as BGP, OSPF, and ISIS.
- Worked with a variety of complex networking services including L2VPN, L3VPN, and MPLS.
- Tested features using industry-standard testing equipment and traffic generators such as IXIA and Spirent.
- Designed and developed test cases using open-source Python test technologies such as Pytest, Netmico, Paramico, and TextFSM to ensure thorough testing and quality assurance.

Technical Application Specialist, Ceridian — May'19 - Mar'21

- Provided Application Support for Ceridian Dayforce HCM clients, including workflow management, payroll, and the Dayforce mobile app.
- Provided consultation on configuration of client environments using XML and SQL Server Profiler tools to improve application monitoring and performance, resulting in improved tracking capabilities of client data.
- Performed day-to-day troubleshooting using SQL Server Management Studio to triage and query database contents.
- Analyzed issues to determine root causes, monitored and investigated access logs, while maintaining a high level of customer satisfaction.
- Implemented and took ownership of application reconfiguration, custom ad-hoc reporting, and external product integration.
- Worked closely with R&D to identify and document issues in order to prevent the recurrence of defects.

Intern - Technical Resolution Specialist, IBM — May'16 - Aug'17

- Provided Application Support for Ceridian Dayforce HCM clients, including workflow management, payroll, and the Dayforce mobile app.
- Provided consultation on configuration of client environments using XML and SQL Server Profiler tools to improve application monitoring and performance, resulting in improved tracking capabilities of client data.
- Performed day-to-day troubleshooting using SQL Server Management Studio to triage and query database contents.
- Analyzed issues to determine root causes, monitored and investigated access logs, while maintaining a high level of customer satisfaction.
- Implemented and took ownership of application reconfiguration, custom ad-hoc reporting, and external product integration.

Intern - IT Analyst, Kohl & Frisch — Dec'15 - Apr'16

- Experience in performing disaster recovery operations and assisting with backup and archival of files.
- Successfully resolved incidents and support requests for hardware, software, and business applications in a timely manner.
- Led the end-user transition phase of new applications such as Office365 across the company for over 500 employees.