

Vishal Pandey

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👤 Profile

Release Management focused Site Reliability Engineer with 5+ years of experience automating and orchestrating secure, resilient, and high availability deployments in hybrid cloud environments. Proven expertise in release automation, CI/CD pipelines, code change management, M365 administration (Exchange Online, Teams, OneDrive, Endpoint Manager), proactive monitoring, incident management, and collaboration with cross functional development teams to ensure reliable applications and streamlined releases.

🛠 Professional Experience

System Administrator(SRE Focus)

11/2022 – present | Oakville

Pelmorex (The Weather Network)

- Automated deployment and release workflows using Ansible and Terraform, laying the foundation for robust CI/CD pipelines and reducing manual errors by 15%.
- Integrated Prometheus and Grafana for release health monitoring and threshold based alerting, which reduced mean time to recovery (MTTR) on release issues by 10%.
- Designed and implemented centralized logging (ELK stack), accelerating post release troubleshooting and incident diagnosis by 25%.
- Coordinated release planning and change control for 100+ Linux and Windows servers in a hybrid environment, ensuring 99.9% uptime for mission critical broadcast and application infrastructure.
- Authored runbooks and incident response SOPs linked to deployment and release cycles, which streamlined triage and reduced resolution times.
- Led 24/7 on call rotations, driving blameless postmortems and continuous improvement for future release processes.
- Implemented and optimized backup/DR strategies using Veeam to support reliable, auditable release rollbacks and ensure compliance.
- Leveraged internal ticketing system for incident, problem, and change management, ensuring timely resolution and RCA documentation across critical infrastructure events.

Senior Network Administrator

09/2021 – 11/2022 | Fort St John

Northern Lights College

- Designed, supported, and maintained enterprise network infrastructure including firewalls, VPNs, load balancers, and network file shares, enabling secure multi campus connectivity.
- Led infrastructure change management activities with minimal downtime, incorporating patch management and security updates for Windows Server environments.
- Supported Exchange and M365 environment (mailboxes, policies, user management) alongside Active Directory and IAM tasks.
- Used internal ticketing system to manage incidents, changes, and requests, ensuring SLA compliance.
- Applied identity and access management (IAM) principles including user provisioning, MFA, and role-based access control across Microsoft 365 and Active Directory environments, eager to build expertise in Microsoft Entra ID.
- Authored detailed technical documentation, runbooks, and network diagrams, improving team collaboration and knowledge sharing.
- Implemented and monitored backup strategies across servers and network attached storage, contributing to disaster recovery readiness.
- Collaborated with cross functional teams to resolve complex infrastructure and network issues, ensuring high system availability.
- Supported automation efforts by developing and tweaking PowerShell scripts for routine network and server administration tasks.

Microsoft 365 Premier Technical Analyst

08/2020 – 09/2021 | Sherbrooke

Sherweb

- Provided Tier 3 support for Microsoft 365 services like Exchange (Online and OnPrem, Teams, OneDrive, Endpoint Manager).
- Automated operational tasks with PowerShell, reducing manual effort by 20%.
- Managed incident, problem, and change workflows using ServiceNow, escalating and resolving critical issues promptly.
- Delivered backup and recovery support for Exchange Online and SharePoint Online environments.
- Resolved identity and access management (IAM) issues including user provisioning and authentication using Microsoft Azure Active Directory (Azure AD) for Microsoft 365 environments

- Achieved a 90% CSAT through effective escalation and communication

Database Administrator

04/2016 – 04/2017 | Mumbai

Ixia Solutions

- Administered Microsoft SQL Server (2012+) production environments, implementing maintenance plans to ensure performance, security, and availability.
- Managed backups, restores, and monitoring through native SQL tools, Windows Server integration, and performance tuning utilities such as SQL Profiler and PerfMon.

Education

Master of Science, Computer Science

2017 – 2019 | Regina, Canada

University of Regina

Bachelor of Engineering, Information Technology

2013 – 2016 | Mumbai, India

Mumbai University

Skills

Automation & IAC

Ansible, Terraform, PowerShell, Python (Learning), CI/CD Pipelines

Networking

Cisco Meraki, VPN, Firewalls, DNS, Load Balancers

Cloud & Infrastructure

AWS (Learning), Hybrid Cloud, Kubernetes, Docker, Podman, Proxmox

M365

Exchange (Online, On-Prem) , Teams, OneDrive, SharePoint

Monitoring

Prometheus, Grafana, ELK Stack, Alertmanager, Zabbix

Database

MySQL , SQL server, MariaDB

Incident Management

ITIL, 24/7 On-Call, RCA, MTTR Optimization, Postmortems, ServiceNow, Internal Ticketing Systems