

# Vishal Pandey

📍 Toronto    ✉ zak.vishal@gmail.com    ☎ 3062094109    🔗 <https://www.linkedin.com/in/vispan/>

## Profile

Seasoned IT professional specializing in infrastructure management, automation, and system optimization. Proven track record of improving system performance, reducing downtime, and automating critical tasks. Adept at managing complex server environments and delivering scalable, secure solutions aligned with business objectives.

## Professional Experience

### System Administrator

11/2022 – present | Oakville

*The Weather Network*

- Led the design and implementation of high-availability local server environments, optimizing performance and reliability to meet enterprise network standards.
- Automated critical media tasks using Ansible, reducing on-air downtime by 15% and improving overall operational efficiency.
- Monitored system health with Prometheus, reducing incident response times by 10% and boosting system reliability.
- Deployed and managed Veeam Backup solutions, ensuring reliable disaster recovery and data protection.
- Extensive experience in the technical department within the television and broadcast industry, specializing in systems design and support for critical operations
- Managed a diverse portfolio of over 100 Windows and Linux servers, ensuring adherence to IT security policies and best practices.
- Extensive experience in writing PowerShell scripts to automate operations and manage servers.

### Senior Network Administrator

09/2021 – 11/2022 | Fort St John

*Northern Lights College*

- Oversaw the technical design, planning, and maintenance of network infrastructure, including LAN, WAN, and Wi-Fi services.
- Assisted end-users with Microsoft 365 applications, including Exchange Online/Server, Teams, and device integration for enhanced manageability
- Handled daily management of networking components, including routers, switches, firewalls, load balancers, IDS, VPN, and DNS, ensuring a secure and efficient network infrastructure.

### Microsoft 365 Premier Technical Analyst

08/2020 – 09/2021 | Sherbrooke

*Sherweb*

- Specialized in Microsoft 365 products, including Exchange Online, Endpoint Manager, Security & Compliance, and Azure Information Protection..
- Managed client escalations, achieving a 90% satisfaction rate, and collaborated with the engineering team to offer premier-level resolutions.

### Database Administrator

04/2016 – 04/2017 | Mumbai

*Ixia Solutions*

- Managed SQL Server 2012 production environments, including developing and implementing maintenance plans for optimal performance and security..
- Executed common database procedures, including migration, backup, recovery, and upgrade.

## 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 and Monitoring

Ansible, Prometheus, Alert Manager

### Virtualization tools

AWS, Docker, Kubernetes, Podman

### Network Technologies

Cisco Meraki Routers, Switches, Internet, LAN, WAN, TCP/IP, ACL, NAT, PAT, Multicast, VPN,

### Scripting

PowerShell, Shell, Python