

HARNOOR SINGH

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Professional Summary

IT specialist with hands-on experience in System administration, virtualization, networking and tech support. With ability to manage various Active Directory, DNS, DHCP, Print, web, email and enterprise Linux servers. Skillful in maintaining system stability, implementation of new security systems and maintenance of enterprise infrastructure. Including a strong background in virtualization, backup management and disaster recovery planning. Able to implement ITIL framework into work. Ability to think in EDI.

SKILLS

- **Operating Systems:** Windows Server 2008/2012/2016/2019/2022, Linux RHEL/CentOS
 - **Hypervisors:** VMWare ESXi, vSphere, Vcenter, Hyper-V, VxRail
 - **Networking:** DNS, DHCP, TCP/IP, Firewalls, VPN, Cisco equipment
 - **Security:** Vulnerability Management, Patch Management
 - **Backup & Recovery:** Veeam, Windows Server Backup, Acronis
 - **Scripting:** Powershell, Bash, Python, Java Script
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EXPERIENCE

Information Technology Student | Johnson Electric | Ancaster, Canada

May 2024 – August 2024

- **Deployed new Windows server 2022** for PLC Programming, boosting production uptime.
- Improved system reliability by 92% resolving **help desk tickets**, and **server management**.
- Conducted routine network start-up, shutdown, monitoring, and maintaining control logs.
- Implemented network security measures, optimizing **firewall** configurations and access controls.
- Reduced downtime by 87% through management and deploying **Hyper-V** failover clusters.
- **Deployed and configured additional routers** to expand network infrastructure, optimize traffic flow, and improve redundancy, ensuring seamless connectivity across multiple locations.
- Developed **Standard Operating Procedures (SOPs)** for network operations and troubleshooting.
- Provided **Tier 1 and Tier 2** support to over **400 users**, resolving hardware and software issues. Resolved over 700 tickets.

IT/CI Student | Stackpole International | Ancaster, Canada

December 2023 – April 2024

- Upgraded Switches from 1Gig to 10Gig boosting speeds by 900%
 - Managed **LAN/WAN** connections to optimize connectivity.
 - Installed and configured new **routers, switches and firewalls** to optimize network performance.
 - Created **automated scripts** to add new users and **monitor backups** to save more time.
 - Implemented **failover strategies** and **disaster recovery** plans, reducing downtime risk.
 - Supported **Migration** of Active directory from Server 2019 to 2022 and then to Cloud.
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EDUCATION & Certifications

Computer Systems Technician – Network Systems | Mohawk College | January 2023 – December 2024

Microsoft Certified: Azure Fundamentals (AZ-900)

Personal IT Projects

- Configured and managed a home lab running an **HP ProLiant server** with **ESXi**, handling virtual environments and **remote access** solutions.
- Hosted a personal web server(**diferics.com**) and **email server**, troubleshooting networking issues and optimizing server performance.
- Developed **PowerShell** scripts for automation and process streamlining in various IT environments.
- Deployed **Active directory, DNS, DHCP** servers.
- Configured **Group Policies** and **clusters** for Reduced downtime.
- Deployed **SIEM, NFS Server** as a **NAS, KVM, Bacula** on **Red Hat Enterprise Linux**.
- Configured **Guacamole server** as a **remote desktop** service locally.
- Configured **Kemp LoadMaster** to host and balance network load between various devices. Also to create tunnels to external networks.

References

Available on request.