

Gagandeep Dhanoa

IT Leader and Innovator

Winnipeg, Manitoba, Canada 

+1-431-999-8653 

dhanoags@protonmail.com 

www.linkedin.com/in/dhanoags 

www.gagandeepdhanoa.com 

Professional Summary

IT professional with over a decade of experience in team leadership, project management, and technical support. I bring a dynamic and forward-thinking approach to the ever-evolving landscape of technology. With a proven track record in leadership roles, I have successfully navigated complex IT environments, driving innovation and fostering a culture of continuous improvement. My expertise extends across the spectrum of IT operations, from strategic planning and project management to team leadership and cutting-edge technology integration. I am passionate about not just solving problems but providing business value.

Skills

Soft Skills

- Leadership
- Technical Proficiency
- Risk Management
- Adaptability
- Project Management
- Strategic Planning
- Change Management
- Client Relations
- Continuous Learning
- License Management

Tech Skills

- Virtualization: IBM PowerVM, VMWare ESX
- Storage: EMC VMAX/Symmetrix and Clariion
- Operating Systems: AIX, Linux, HP-UX
- Cloud: Amazon Web Services
- Automation: Ansible/AWX, Puppet
- Scripting Languages: Shell, awk, Python, Perl
- Performance tuning
- Business Continuity Planning
- Domain Name Service
- Security Tools: PowerSC, RedHat Insights, Wazuh, nxlog
- NIM, Ignite, Satellite
- Network tools: tcpdump, Wireshark
- LPAR2RRD, Splunk
- Excel, PowerBI

Achievements

I had received "ST's CIO Recognition for World-Wide Datacenter Evolution Program" and was nominated to STAR performer award.

Projects

EDR Solution for AIX

Spearheaded the implementation of PowerSC to elevate the security posture of the IBM Power environment. The deployment encompassed Real-Time Compliance, Server Hardening through CIS controls, Trusted Execution, and the establishment of an Intrusion Detection and Prevention system.

Automated OS Patching

Led a comprehensive OS patching initiative, successfully managing the patching process for over 900+ servers annually. Developed automation scripts utilizing `alt_disk_install` and `multibos`, initially scheduled through BladeLogic and later migrated to a Python module and YAML playbooks for seamless integration with Ansible after the decommissioning of BladeLogic.

Automated Server Build and Migration

Developed ksh and python scripts, which used NIM and HMCs to deploy and install AIX LPARs. This script was used during migration of LPARs from external datacenter to in-house datacenter.

Data Center Migration

Migrated all IBM and HP-UX server from old datacenter to new Tier-III Datacenter; Migrated AIX LPARs from external Datacenter to in-house. Developed scripts to migrate VSCSI LUN mapping for migration. Migrated AIX LPARs from external Datacenter to in-house.

Public Works Information Management System

Executed the deployment of an IT-enabled system to enhance the effective and efficient management and monitoring of diverse public works initiatives undertaken by the Department of Irrigation, Gov. of Punjab.

Implementation of eGovernance and Automation in Urban Local Bodies

The project entailed transformative shifts in the operations of Urban Local Bodies, aiming to enhance service delivery within predefined SLAs through the implementation of online workflow management.

Experience

OCT 2022 – CURRENT

Manager, Compute Services/ Canada Life

1. Leading team of 20 IT support personal providing comprehensive support services covering various technologies supported by Compute team.
2. Developed and implemented strategic plans, resulting in increased operational efficiency and improved service delivery.
3. Oversaw Risk and Service improvement initiatives, ensuring timely completion and adherence to budget constraints.
4. Oversaw implementation to Agile methodologies in team to improve and streamline support.
5. Fostered a positive work environment, encouraging teamwork and professional growth.
6. Reduced capital and operational spend to meet enterprise goals without impacting service.

NOV 2021 – OCT 2022

Associate Manager, Compute Services/ Canada Life

1. Assisted in managing daily operations of the Compute Services team.
2. Provided technical guidance and support to team members.
3. Collaborated with cross-functional teams to implement process improvements and optimize service quality.

4. Oversaw Risk and Service improvement initiatives, ensuring timely completion and adherence to budget constraints.

JAN 2018 – NOV 2021

Sr. Technical Support Specialist / Canada Life

1. Led planning and design of IBM power Infrastructure deployment in Private and Public Cloud.
2. Successfully completed automation initiatives like automated OS patching using shell scripting & Network Installation Management (NIM).
3. Manage and Led Security initiatives for IBM Power infrastructure.
4. IBM power infrastructure consolidation to reduce footprint.
5. Improved Reliability and recoverability of infrastructure.
6. Led Annual DR test for Midrange Infrastructure

MAY 2012 – JAN 2018

Technical Support Specialist / Canada Life

1. Automated BAU tasks like, server builds, migrations, and user management.
2. Automated OS refresh of IBM AIX using Network Installation Management.
3. Provide L2/L3 support for OS related issues in Unix environment.
4. Performance Tuning and capacity planning for IBM Power infrastructure.
5. Deployed and managed IBM PowerHA and HP MC Service-Guard Clusters.
6. Migrated all IBM and HP-UX server from old datacenter to new Tier-III Datacenter.

JUL 2010 – JUL 2011

Manager-IT / Punjab Infotech, India

1. Oversaw successful completion of two large scale state government projects involving Local Government and Irrigation Department.
2. Provided regular project status updates to various stakeholders.
3. Managed relationship with System Integrator and Project Management Consultant.
4. Facilitated seamless information exchange between Department and System Integrator/Project Management Consultant to enhance project effectiveness.
5. Review Deliverables like; DPR, AS-IS and TO-BE Process reports.

MAY 2007 – JUL 2010

System Engineer / ST Microelectronics, India

1. Managing work assignments during shift.
2. Preparing performance report of the team for weekly review and periodical Organization Review.
3. Support Unix servers (HP-UX, AIX, Solaris).
4. Cluster management and Test Failovers.
5. Monitoring, Controlling and Performing all scheduled Activities on Servers.
6. Perform Incident and Problem analysis.
7. Managing System issues with vendors.
8. Handling Backup Management involving Ignite, RAW and File-level Backups.

SEPT 2006 – MAY 2007

Professional Service Engineer / Heritage Web Solutions, India

1. Management of Linux Servers hosted in Hospitals located in US.
2. Installing/Upgrading Linux and Imaging software.
3. Incident and Problem Management.

MAR 2006 – SEPT 2006

IT Consultant / Centre for Development of Advanced Computing, India

1. Installing/Upgrading Linux and Kernel Compilation.
2. Provide training to Clients.
3. User and Group Administration.
4. DNS, NFS, NIS, LDAP and Apache.

Education

MARCH 2006

PG Diploma, Systems and Database Administration

Centre for Development of Advanced Computing, Noida, India

JUL 2004

Bachelor of Technology, Computer Science and Engineering

Punjab Technical University, Punjab, India

Activities

I like to cook and often volunteer at soup kitchen cooking food.