

Kevin Siddique

kevinsiddique@gmail.com

945 Huffman Crescent
Milton, ON, L9T 6M7, Canada
Home: (647) 947-7792
Cell: (416) 567-8846

LinkedIn Profile:
<https://www.linkedin.com/in/kevinsiddique>

Online Resume:
<https://kevinsiddique.ca/resume>

Personal Skills

- Intelligent and self-confident
- Able to learn and adapt quickly
- Willing to accept responsibility
- Capable of working independently as well as in a team

Computer Skills

- Working knowledge of the following operating systems:
 - Windows Server and Client/Workstation, DOS
 - Linux, UNIX, Solaris
 - Android, iOS
- Familiar with data center operations including:
 - Server rack, switch, router, and access point installation
 - CAT5/6, MRJ, fiber, and power cable installation
 - Rackmount servers, blade chassis, storage systems
 - HVAC and airflow
- Hands-on experience with many peripherals and internal components in addition to:
 - Motherboards, processors, memory
 - Sound, video, and network cards
 - Printers, modems
 - BD/DVD/CD-ROM, hard disk, floppy drives
 - USB and firewire devices
- Proficient in a variety of applications and technologies such as:
 - ZenDesk, Request Tracker, Perforce, DevTrack, Livelink, Git, Manuscript (Fogbugz)
 - ManageEngine ServiceDesk, AssetExplorer, Salesforce
 - Nagios, Cacti
 - Microsoft OneDrive, Google Drive, Intermedia Securisync
 - Microsoft Office/Outlook/Exchange/365, GSuite
 - Microsoft SQL Server, Oracle, SQL
 - Virtualbox, VMware, VirtualPC, Hyper-V
 - PowerShell
 - Microsoft Azure, Google Cloud Platform, Amazon Web Services
- Experienced in troubleshooting and installation of many types of software and hardware

Certifications

CompTIA

- CompTIA Linux+, July 2011
- CompTIA A+ CE (2009 Edition), March 2011
- CompTIA Network+ CE (2009 Edition), April 2011
- CompTIA Network+ (2007 Edition), December 2008

Microsoft

- MCSA: Windows Server 2012, April 2017
- MCSA: Windows Server 2008, December 2012
- MCSA: Windows 7, January 2013
- MS: Windows 7, Configuring, December 2015
- MS: Windows 7, Enterprise Desktop Support Technician, December 2015
- MCITP: Enterprise Desktop Support Technician on Windows 7, January 2013
- MCITP: Enterprise Administrator on Windows Server 2008, January 2013
- MCITP: Server Administrator on Windows Server 2008, December 2012
- MCP: Microsoft Certified Professional, April 2012
- MCTS: Windows 7, Configuration, January 2013
- MCTS: Windows Server 2008 Network Infrastructure, Configuration, November 2012
- MCTS: Windows Server 2008 Active Directory, Configuration, October 2012
- MCTS: Windows Server 2008 Applications Infrastructure, Configuring, June 2011

BlackBerry

- BlackBerry Certified System Administrator, December 2011
- BlackBerry Certified Support Specialist, November 2011

Other

- LPI Junior Level Linux Professional (LPIC-1), July 2011

Work Experience

2018-
present

Geotab, Inc.

1075 North Service Road West, Suite 21, Oakville, Ontario

IT Systems Administrator, Team Lead

- Performed duties and responsibilities from previous role
- Managed a team of three desktop technicians and system administrators
- Conducted yearly performance reviews and routinely offered feedback
- Reviewed resumes, interviewed, and assisted in the hiring of full-time employees

2015-
2017

IT Systems and Security Specialist

- Maintained the overall security for all servers, network peripherals, and workstations
- Kept all servers/workstations updated with latest patches, service packs, and operating systems
- Monitored and followed-up on all malware issues
- Provided after-hours on-call IT/Security support
- Configured and managed a two-factor authentication platform for all servers (Duo Security)
- Migrated physical on-premises systems to cloud-based servers in Microsoft Azure and Google Cloud Platform
- Assisted with management and training of junior/student team members
- Automated repetitive tasks using PowerShell, Bash, etc.
- Implemented SPF/DKIM/DMARC records to improve e-mail reputation and deliverability
- Managed project creation and security for Google Compute Engine projects

- 2014-2015 Actuate Corporation
95 Mural Street, Suite 201, Richmond Hill, Ontario
IT Service Center Engineer
- Performed day-to-day IT tasks (password resets, e-mail assistance, etc.)
 - Answered phone calls, e-mail, and walk-up requests as a member of the Help Desk
 - Imaged and deployed laptops to employees
 - Maintained a small data center with a variety of servers (VMware, Linux, Windows)
 - Ordered hardware and software from vendors as needed
 - Assisted in moving servers, networking equipment, etc. from one office suite to a new building
- 2013-2014 Exinda
630 Weber Street North, Waterloo, Ontario
System Administrator
- Supported users in both Waterloo and Toronto offices, travelling onsite when needed
 - Migrated all users from a mix of Office365 and Google Apps to Intermedia hosted Exchange
 - Performed routine IT tasks (account creation/deletion, password resets, e-mail assistance, etc.)
 - Maintained a small data center with a variety of servers (VMware, Linux, Windows)
 - Executed first article tests on new models of the Exinda appliance
- 2004-2010 Research In Motion
185 Columbia Street West, Waterloo, Ontario
Team Lead and System Administrator – BlackBerry Infrastructure Group
- Ordered/installed/imaged various workstations and servers for lab use
 - Administered a variety of hardware including filers, blades, and load balancers
 - Maintained a VMware cluster running hundreds of virtual machines
 - Monitored systems in the data center using Nagios
 - Managed and maintained a test system used by hundreds of testers and developers
 - Supported one large team and five smaller teams for daily IT issues
 - Managed a team of four system/network administrators
 - Conducted yearly performance reviews and routinely offered feedback
 - Reviewed resumes, interviewed, and hired co-op students and full-time employees
 - Planned quarterly/yearly budgets for the data center
- 1999-2003 *Software Test Specialist – Relay and BES Domino teams*
- Tested a scalable, distributed, redundant system
 - Created, maintained, and executed test plans and logged, tracked, and verified product defects
 - Configured and maintained a test lab environment (15 computers)
 - Worked with a variety of handheld devices for compatibility testing
 - Established automation of tasks to assist the testing effort
 - Assisted with reports for program reviews
 - Primary QA tester for ISP Server, ISP Web Interface, and IMAP BES products
 - Configured Solaris, NetWare, IMAP, and Lotus Domino servers for testing purposes
 - Reviewed help documentation for accuracy

Volunteer Experience

2003-
2014 Marillac Place
109 Young Street, Kitchener, Ontario
System and Network Administrator

- Created and presented a budget to order new computers
- Installed a new LAN running Windows Small Business Server 2003
- Migrated client machines from Windows XP to Windows 7

2001-
2010 Research In Motion
175 Columbia Street West, Waterloo, Ontario
Emergency Safety Officer

- Assisted with building evacuation during fire drills
- Responsible for the safety of fellow co-workers in the event of emergencies
- Trained in the use of fire extinguishers

Education

2011-
2012 triOS College
110 King Street East, Kitchener, Ontario

- Completed a 52-week Network Engineer diploma program with a 96% average
- Courses including A+, Network+, Linux, Windows 7, Exchange, AD, SQL, virtualization, PowerShell, and SharePoint

1996-
2001 University of Waterloo
200 University Avenue West, Waterloo, Ontario

- Bachelor of Mathematics for Honours Computer Science Co-Op

Interests and Activities

- Playing video games, reading, listening to music, pub trivia, billiards, and playing the saxophone

References

- Available upon request.