

Hello, I'm Rohan Mishra

Ontario, Canada

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ROHAN@RMISHRA.ME

I have over four years of total work experience in Information technology - Including three years of professional work in IT Operations; One year of professional software engineering and development experience with extensive experience in server side development.

I developed and owned multiple customer facing web applications; Implemented automation which cut bring up time for deployment sites by more than 75% and Contribute code, bug reports and documentation to FOSS efforts at freedesktop.org, Gnome Foundation and PostmarketOS

Skills

JavaScript • Linux (RHEL, Ubuntu) • NGINX • Windows Server • Scripting (Bash, PS) • Ansible • Web Design • Kubernetes • Python • node.js • C# • SCCM • Citrix • CI/CD • Splunk • Docker

Experience

OCTOBER 2021 - PRESENT

BMO Financial Group, Montreal, QC (Remote) - Technical Support Analyst

- Provide operations support for internal apps and services, devices, VPN and servers
- Identify and provide resolution for issues with Citrix VDI deployments
- Provision devices with VMWare AirWatch Mobile Device Management (MDM)

APRIL 2021 - OCTOBER 2021

Bayshore Healthcare, Mississauga, ON - Desktop Support Specialist

- Image, Configure and Deploy hardware, including equipment for learning
- Setup automated reporting for project status
- Roll-out Servicenow Asset Management, Inventory configuration for device
- Configured SCCM (Microsoft Endpoint Configuration Manager) and Bitlocker
- Manage users and computers using Active Directory, debug GPOs
- Diagnose and resolve time-sensitive issues related to medical software and tools
- Manage requests, assets, Incidents and on-boarding using Servicenow

JANUARY 2020 - MARCH 2020

The Humane Club, Remote - Web Designer (Contract Intern)

- Create design briefs for corporate website
- Identify and document all deficiencies in website HTML and design
- Track and document all known site paths on a website with no sitemap
- Improve CSS used by corporate website, document all different viewports website supports

JULY 2018 - APRIL 2019

Impervious Gaming Pvt. Ltd., Mumbai (India) - Software Developer

- Developed caching solutions to fix network issues on existing system
- Introduced Docker container for simplified deployments using compose and later Kubernetes for orchestration.
- Streamlined deployments from 4-hour checklist to automated, scalable solution
- Migrated internal infrastructure from windows to Linux and Cloud Infrastructure
- Developed industry specific event management solutions using JavaScript
- Developed PWA for service partners account management and remote location management service to move to digital end-to-end solution
- Automated image creation and management
- Co-authored and maintained bespoke C# Windows client used by business

MAY 2018 - MARCH 2019

Freelance Worker, Remote - Web Developer

- Developed service which utilizes IoT Hardware to provide monitoring and safety solutions for a local school
- Worked on multiple web development projects for non-profit and local businesses
- Designed and developed SPA management console solutions
- Setup Git infrastructure for startup using GitLab on-premises deployment

MAY 2017 - JULY 2018

Impervious Gaming Pvt. Ltd., Mumbai (India) - Information Technology Specialist

- Developed checklist process for deployments on site
- Documented known and common tasks, issues and solutions
- Developed scripts for record keeping and automation using Python

Education

MAY 2019 - AUGUST 2020

Conestoga College, Kitchener - Graduate Certificate, Applied Network Infrastructure

JUNE 2015 - MAY 2018

University of Mumbai, Mumbai (India) - Bachelor of Science, Information Technology