**GAURAV SAINI**

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**SUMMARY**

A Computer Science Engineer with hands on experience in:

* Architecting, designing, and developing complex solutions
* Automation and Programming/Application development
* REST API/ Web API development / microservices
* Project management
* Data analytics/Data security
* Risk management (Risk analysis/assessment, Risk control)
* Compliance Reporting and Auditing
* Virtualization with vSphere and Hyper-V
* Windows Support/Troubleshooting

**EDUCATION**

* **Computer System Technician – Network Systems Jan. 2014 – Dec. 2015**

*Mohawk College of Applied Arts and Technology*, Hamilton

* **Bachelor of Technology – Computer Science Aug. 2009 – Jun. 2013**

*Punjab Technical University, Jalandhar, Punjab, India*

**EMPLOYEMENT EXPERIENCE**

* **ROYAL BANK OF CANADA (RBC) FEB 2022– Till Now**

*330 Front St. west, Toronto*

* **Working as Lead DevOps Product Engineer** under Tech Infrastructure Transformation
* Architect, design and develop microservices, Rest APIs/Web APIs and web applications.
* Developing the Core functionality for VMaaS (VM as a Service) TI ART project.
* Creating Microservices to drive the Front-end of App and also provide the backend functionality
* Developing back-end functionality of app using vRealize Suite (vRealize Automation, vRealize Operations manager, and vRealize Orchestrator)
* Source control management using Git/GitHub
* CI/CD pipeline development for app full functional flow
* DevOps automation to keep the application flow automated
* Deployment of applications/microservices through Helios
* Kubernetes/OpenShift day to day operations
* Developing API to drive front-end and back-end
* Design creative prototypes according to specifications
* Write high quality source code to program, complete applications within deadlines
* Perform unit and integration testing before launch
* Conduct functional and non-functional testing
* **ROYAL BANK OF CANADA (RBC) FEB 2018 – JAN 2022**

*330 Front St. west, Toronto*

* **Working as Senior Technical Automation Analyst (Sr. Developer)** under End User Services (GTI).
* Leading a team of 4 developers
* Managing automation projects, handling the budgeting and timelines for the overall project
* Understand client requirements and how they translate in application features
* Collaborate with a team of IT professionals to set specifications for new applications
* Design creative prototypes according to specifications
* Write high quality source code to program complete applications within deadlines
* Perform unit and integration testing before launch
* Conduct functional and non-functional testing
* Troubleshoot and debug applications
* Evaluate existing applications to reprogram, update and add new features
* Develop technical documents and handbooks to accurately represent application design and code
* Managing the whole development project going through each and every phase of its lifecycle
* **ROYAL BANK OF CANADA (RBC) JAN 2016 – JAN 2018**

*330 Front St. west, Toronto*

* **Senior Technical Analyst** for escalations, problems, infrastructure changes and any issues in a 7/24/365 Support Environment
* Manage the on-boarding of new initiatives and products.
* Proactively maintain systems to ensure maximum availability (monitoring, operations, change management, compliance, updates)
* Analyzing the data, understand the repetitive or specific patters and come up with solutions.
* Solutions Expert and administration for Microsoft SharePoint 2010 and 2013
* Administration and configuration Of RightFax Solutions by OpenText
* Administration and monitoring Lync/Skype for Business
* Troubleshoot and resolve/escalate problems as escalated
* Identify areas for maximizing resource use, common processes and reporting
* Monitors implementations, ensure technical/operational problems, work flows and service improvements are addressed and escalated to Manager(s).
* Plan, review and schedule activity records and emergency actions to ensure that resources are available and instructions and support contacts are valid.
* Address/reply to all business correspondences by next business day.
* Researches & recommends the implementation of “best practices” with respect to support and planning activities, helping to increase productivity of staff
* Responsible for Incident Management and root cause analysis where required.
* **ROYAL BANK OF CANADA (RBC) Jan. 2015 – Aug. 2015**

*315 Front St. west, Toronto*

* Worked as a **Technical System Analyst** in Windows Hosting Build and Management team
* Building new servers for Windows hosting Build and Management team. (Virtual and Physical)
* Scan and Remediate all Security non-compliant issues
* Operating System patching and upgrading patches
* Provide support with the implementation services for the virtualization environments (Production, Development/Lab, Disaster Recovery)
* Provide support for all Windows/virtualization related issues and problems
* Resolve minor conflicts/issues and escalates others as appropriate
* Resolve minor issues/conflicts related to provisioning of servers in DEV/PRODUCTION environments

**TECHNICAL EXPERTISE & SKILLS**

* **Soft Skills**
  + Excellent interpersonal, communication and presentation skills (oral, verbal and written)
  + Strategic critical and analytical thinking abilities
  + Highly motivated and results-oriented
  + Strong influencing and negotiation skills
  + Strong attention to details while multi-tasking
  + Ability to work independently, and within team environments
  + Project Management and Team lead experience
* **Technical Expertise**
  + Programming/Languages: VB.Net, C#, .Net, C, C++, ASP.Net, Python, VBA, Visual Basic, WordPress (PHP), HTML
  + Hands on DevOps experience: Git, Jenkins, Ansible, Docker, Helios, UCD
  + Hands on experience with RPA: Nutanix, Automation Anywhere
  + Hands on Containerization experience: Docker, Kubernetes, OpenShift, Azure
  + Hands on experience with event driven architecture using RabbitMQ (event bus), Kafka
  + Advanced knowledge of scripting languages i.e. Windows PowerShell, Python
  + Networking: Routing and Switching (CCNA and CCNP) trained
  + Databases Management: Oracle, SQL Server, MySQL, MS Access
  + BI tools: R, SAS, Power BI, Tableau, Grafana
* Advanced Knowledge of SQL and other query-based languages
* Strong Knowledge of virtualization technologies such as MS Hyper-V, VM VSphere, vRealize Operations, vRealize Orchestrator, vRealize Automation
* Advanced knowledge of Citrix environment (XenApp and XenDesktop Administration)
* Advanced knowledge of reporting tools like Tableau and other reporting platforms
* Solutions Expert and administration for Microsoft SharePoint 2010 and 2013
* Administration and monitoring Lync/Skype for Business
* Administration and configuration Of RightFax Solutions by OpenText
* Handling and Troubleshooting Windows Server 2019, Windows Server 2016, Windows Server 2012/2012 R2 and Windows Server 2008/2008 R2
* Handling and Troubleshooting Microsoft Windows10/8, Windows 7, Windows Vista, Windows XP, Windows 2000
* Good hold on LINUX (RedHat and CentOS)

**CERTIFICATIONS**

* Microsoft Certified Solution Associate *(Certification No. E507-5942)*
* Microsoft Certified Professional *(Certification No. E500-8276)*
* MCSE - Core Solutions for Microsoft SharePoint 2013 *(License G085-5854)*
* Lean Six Sigma Yellow Belt
* ITIL Foundation *(License GR750225355GS)*
* Microsoft Vital Signs - Performance Management on Windows Servers
* Citrix XenApp and XenDesktop 7.15 Administration

**RBC YEAR END PERFORMANCE RATINGS**

* Year 2016 – Outstanding Performer
* Year 2017 – Exceptional Performer
* Year 2018 – High Performer
* Year 2019 – High Performer
* Year 2020 – High Performer
* Year 2021 – Exceeded
* Year 2022 – Exceeded
* Year 2023 – Exceeded
* Year 2024 – High Performer

**REFERENCES**

* *References available upon request*