

CONFIDENTIAL RESUME

Name	Sasi Chand
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EDUCATION

Year	Education
1977-1983	New Zealand School Certificate New Zealand University Entrance
1984	Seventh Form Certificate
1985	Ordinary Diploma in Construction and Civil engineering
1986 - 1991	NZCE in Electronics and Computer Technology

Why Me?

I am a self-motivating, self-starter who enjoys working both on his own and in a team. I am a generalist with over 20 years in the IT Industry mostly in customer facing technical, design, build and support roles. I understand both business and technical requirements and am able to translate between the two.

Profile

I bring to any company extensive service and solutions design along with experience in customer management. The understanding of how to set expectations, manage stakeholders and the ability to provide cohesion and build understanding between different parts of the business.

My strengths include my ability to develop strong client relationships while guiding teams to deliver service excellence to stakeholders and customers. I have a strong focus on Outcome, "Right First Time" and "Delivering to Customers" and I am known as a person who just gets things done.

Key Competencies & Functional Skills

I possess broad security, Storage area networking, Networking, IT and UNIX knowledge and have had a varied career, which includes experience in multiple industries, accumulated over twenty years including Telco, Retail, Banking, IT Vendors and State Sector.

- Extensive technical and infrastructure design and build experience including architecture, design and implementation
- Service and Solution Development, Infrastructure Management, IT Risk & Security Practice Management, Identity & Access Management, customer services and

- relationship management, service delivery management, Operational Processes and management.
- Technical thought leadership, System Design and Technical Architecture
 - Technical Lead for projects, developing and managing people capability, cultivate culture and facilitate cohesive teams.
 - Concept creation, feasibility & competitive analysis and project management
 - Advanced troubleshooting skills with application and systems migration experience
 - Documentation, Technical writing, Acceptable User Policy and Processes
 - Very strong customer focus with great relationship skills and the ability to talk to the customer at both the management and technical levels
 - Working with difficult people and people from diverse backgrounds

EMPLOYMENT HISTORY

September 2013 – Current

Dimension Data New Zealand

Technical Lead Power Systems, Power VM, AIX, Linux, Systems and Solutions Designer

Key member of Enterprise services team, role involves:

- Technical Lead (Level 4 in AIX/Unix, PowerVM, Storage and Networking)
- Developing and delivering solution design, architecture and builds.
- Validating the technology.
- Creating the functional specification.
- Developing the project plans.
- The Program Management
- Creating the project schedules.
- Setting up the development and test environment.
- Assisting in technical Presales
- Mentoring

Hands on Technical expert in AIX, PowerVM, UNIX, LINUX and PowerVM, expert in IBM Power Architecture Hardware

- IBM Power Systems
- IBM Storage (V7 range, DCS range, XIV, SVC and Storwize family)
- IBM PureFlex Systems
- HP
- SUN

Operating System and Software expert in

- AIX (5.3, 6.1, 7.1)
- Power Linux
- PowerHA (high availability)
- RHEL Linux
- KVM and Power KVM
- Suse Linux
- VIOS (Virtual I/O server)
- Power Hypervisor (IBM's Virtual technology layer)
- PowerVM
- PowerVC
- HP-UX
- Oracle Solaris
- Spectrum Scale (GPFS Clusters)
- IBM Cloud Object storage (ICOS)
- **Nutanix Clusters (Intel and IBM Power)**

Storage

- DCS9900
- DS Range
- XIV
- IBM Storwize family

- Brocade range of SAN and Network Switches
- CISCO MDS and Network Switches

January 2012 – September 2013

IBM New Zealand UNIX Technical Specialist

UNIX Technical Specialist – Project Data Center Migration for a major financial institute. The role involved working with multiple teams across IBM NZ and the client

As a key member of Data Center Migrations (EDC) team, responsible for Application and Server Migration from one data center to another. Collaborating with Business and Technology teams to establish EDC scope/guidelines, perform infrastructure discovery and application dependency analysis, determine business requirements, identify migration strategies, negotiate schedules and provide ongoing coordination.

Deeply involved in design, planning and execution of migration plan to migrate/decommission all application instances, troubleshooting and servers in EDC Scope, without disruption to Business Groups. Track and report all application instances scheduled for migration. Host weekly/Daily status meetings with senior management, business and technology teams. Coordinate closely with SAs, DBAs, Middleware, Implementation Engineers, Network and Storage teams to ensure successful execution of Migrations on time within budget with zero defects. Successfully managed migration of very complex infrastructure and critical production environments

Hardware

- pSeries (p570, p770, p750)
- IBM PureFlex Systems (p460, p260)
- HP
- SUN

Operating System

- AIX (5.3, 6.1, 7.1)
- VIOS
- HP-UX
- Oracle Solaris

Storage

- DS83k
- DS88k
- XIV

Migration of AIX boot and Application LUNS to XIV and DS88k Storage subsystems, using storage and logical volume migration methods

November 2010 – Dec 2011

ANZ Bank New Zealand UNIX Solutions Designer

In this role I work as an Infrastructure designer with focus on Unix Infrastructures. I covered the whole life cycle of projects (intake, design and implementation), work with a team of Unix Designers to create designs and implement projects. Required a broad general knowledge of Technical Infrastructure concepts and products.

In this role I was able to work effectively in a fluid, fast-paced environment. This role requires good communication skills with technical team members, senior management and business contacts.

Fundamental to this role was the ability to understand the business requirements and the proposed solution and translate / implement it in the Unix Environment.

This role also required me to provide supervision, and scripting technical guidance to application deployment teams. In this role I work with minimal supervision on multiple concurrent projects. The role requires excellent troubleshooting skills and attention to detail.

Skills and Experience gained:

- Build and configuration of Unix server infrastructures and related hardware and software.
- Service and solution knowledge in AIX, Veritas, IBM Websphere, Linux, ZFS, Sun Solaris Resource Management, Zone and LDOM products
- Banking industry focus.
 - Significant technology experience gained in infrastructure design and development gained whilst working in a large scale/complex technology environment.
 - Advanced problem-solving ability

May 2009 – September 2010

Kiwibank – New Zealand

IT Infrastructure Consultant

The current role involves

Implementation, design and management of **AIX pSeries on P570/510/JS12 blade servers**, this role was made up of supporting major projects for Kiwibank – Projects, core banking system upgrade

Aix pSeries (P570/JS Blade servers) experience gained in the following areas:

- P5 and pSeries administration and support for AIX 5L V5.3/v6.1
- AIX 5L/6.1 Operation and support
- P5 and pSeries technical sales support
- P5 and pSeries enterprise technical support
- IBM System P5/6 Virtualization technical support
- HMC installation and configuration for LPAR/DLPAR and VIOS
- Performance testing and tuning of AIX
- Planning of VIOS and Virtualization
- NIM server configuration and installation of OS via NIM clients

GPFS Cluster Server

- Design, Installation, configuration and administration of GPFS Cluster servers
- GLVM (AIX global LVM mirroring)

Support of Project team made up of Oracle DBA's and Websphere Consultants

- Oracle installation and support
- Websphere installation, support
- Scripting support

Apart from the technical aspect, the above role required involvement with inter-teams across various Teams i.e. Operations, IS, Application Development Teams.

August 2007 – 31st December 2008

Citigroup Services Japan

Senior UNIX Systems Engineer

The role involved:

Implementation, design and management of **AIX pSeries on P595**, this role was made up of supporting major projects for Citigroup Services Japan (JFPII, Citi cards and Citibank mobile online and many other ad-hoc projects in parallel.

Aix pSeries (P595) experience gained in the following areas:

- P5 and pSeries administration and support for AIX 5L V5.3 on p595 platform
- AIX 5L Operation and support
- P5 and pSeries technical sales support
- P5 and pSeries enterprise technical support
- IBM System P5 Virtualization technical support
- HMC installation and configuration for LPAR/DLPAR and VIOS
- Performance testing and tuning of AIX
- Planning of VIOS and Virtualization
- NIM server configuration and installation of OS via NIM clients

Veritas Cluster Server, Veritas Volume Manager

- Design, Installation, configuration and administration of Veritas Cluster servers and Veritas Volume Managers

MQ Series

- Installation and configuration

Support of Project team made up of Oracle DBA's and Websphere Consultants

- Oracle installation and support
- Websphere installation, support
- Scripting support
- Unix Security (BoKs)

Apart from the technical aspect, the above role required involvement with inter-teams across various global Teams i.e. Operations, IS, Application Development Teams across APAC and vendor liaison

August 2001 – September 2007
Datacom Systems Ltd

Senior UNIX Consultant (All major flavours – Linux, Solaris, AIX, HP-UX and Tru64)

The role involved:

This was a very generic Unix role, which basically involved all flavours of Unix, specializing in RHEL Linux, Sun Solaris and AIX.

- Detail design, build and troubleshooting of Unix Systems (**Linux, Solaris, AIX, HP-UX and Compaq Tru64**)
- Providing Unix consulting to various clients
- Implementation of complex Unix projects
- Pre-Sales
- Responding to RFP'S
- Providing 3rd level support to complex Production Unix related problems
- Play a leadership role for 3rd level reactive and proactive support for mission Critical Unix Systems
- Responsible for creation of software or application processes to meet customer needs through the design, development, testing and implementation of utilities
- Install, test, deliver and deploy large and complex high-performance vendor software for the purpose of supporting, monitoring or measuring systems environments
- Working within the customers framework of existing standards to support complex and high availability environments and adherence to appropriate Problem and Change management and Escalation and Alert processes

I am an expert user of these Unix Operating Systems

- Sun Solaris
- AIX
- Redhat Linux
- HP-UX
- Centos
- FreeBSD

November 1997 – August 2001
New Zealand Police

UNIX Systems Engineer **Second and 3rd Level Support – (With SIS clearance)**

Supporting Unix platforms – Sun Solaris, HP-UX and Digital Unix running applications and databases such Oracle and DB2

Planning

- Ensuring availability of all UNIX systems and other systems as required.
- Provide System Support for SAP R/3 To A Technical Level. (SAP Basis Systems Administrator)
- Enhancing systems according to priorities set by management.

- Network strategy
- Proactively gauging successes and possible areas for improvement
- Capacity planning

Maintenance

- Resolving problems affecting systems.
- Managing all system resources including disk, memory and user quotas.
- Maintaining a secure system.
- Implementing software and Hardware upgrades.
- Debugging, tuning and modifying scripts (ksh and sh)
- Backups (Via Native Unix tools and TSM)
- Implementing software and Hardware upgrades.

Support

- Providing technical and system related support to both application users as required, including problem resolution for Helpdesk.
- Carrying out additional duties as directed by the manager. (Supporting most of the Unix based applications used by New Zealand Police.

Development

- Developing and maintaining backup strategy.
- Developing and maintaining technical and system procedures.
- Shell Scripting (Basic ksh, sh)
- Enhancing systems, developing admin.tools
- Developing Scripts to proactively monitor system logs
- Other projects as required.

System Administration

- Maintaining user profiles and coordinating passwords.
- Installing and configuring software.
- Reporting any breaches of security.
- Maintaining operating systems/applications parameters for configuration and tuning.
- Establishing and maintaining change control procedures and ensure procedures are adhered to.
Documenting the system and all changes made.
- Spooler administration.
- Maintaining and auditing system logs.
- Second level support of Oracle applications.

Backup (TSM)

- Installation and Configuration of Tivoli Storage Manager (Client/Server)
- Scheduling of backup on both Unix and Wintel platforms
- Proactive Monitoring of backup logs for errors
- Backup and Recovery Managements (Full and incremental)
- Manage Archives

“Most of the work centres on problem resolution and prevention, but we have done a great deal of tidying up some systems, documenting procedures and system architecture, my team mate and I were jointly responsible for over 30 Unix hosts, used by more than 8000 people. Ours is a 24 hour/7-day operation. We maintain system availability to a higher standard than the current SLA’s “

April 1997 –23rd Nov
New Zealand Police

Helpdesk Support Analyst

- Responsible for the resolution of all problems and requests for assistance received from computer users. The specific task encompasses the following: -Answering all incoming calls promptly and recording details in the Helpdesk database (Asim).
- Resolving at least 80% of the problems logged through the Helpdesk for all operating systems and applications as first point of contact.
- A higher degree of responsibility lies in determining the appropriate resource necessary to resolve each problem.
- This constitutes coordinating the resolution following the escalation of a problem and maintaining a close liaison with the user until a satisfactory conclusion is reached. In addition, liaison with vender Helpdesk and the Engineering Services Network Management Centre were maintained to provide a focal point for enquiries and problem resolution.

FEB 1996-SEP 1996
AVALON STUDIOS

Help Desk Coordinator

- Responsible for answering & logging of help desk calls into the Notes database
- Managing day to day operations of the help desk through provision of efficient computing services, following up calls logged and ascertaining their current status
- Notifying users of any delays and ensuring that all calls have been closed off within the specified time frames.
- Attached with IT, which is a part of corporate services of Avalon Studios and provides full support and service to all users of LAN including TVNZ personnel and temporary production crews.
- It involves liaison with all users, IT personnel, and Hardware & Software support providers.

TECHNICAL SKILLS ACQUIRED

Providing assistance with installation, evaluations and troubleshooting of LAN and standalone application software and hardware. Recommending action plans for resolving common problems that may be determined by either users or Help desk information. Utilizing PC hardware diagnostic skills to become familiar with and confident in all aspects of the network environment. Assisting with general administration and maintenance of Avalon LAN.

Gained knowledge and skills in trouble shooting hardware and software. installation, configuration and understanding of PC hardware, including peripherals.

AUG 1993-FEB 1996
AUSTRALASIAN BUSINESS SYSTEMS

Telecommunications Technician

Duties included:

- Customer services and support
- Installation, fault locating and repair of PABX systems to board level.
- Wiring for voice network
- Repair of telephones to component level
- Installation and repair of wide range of facsimiles
- Repair of printers
- Repair of calculators to component level
- Programming of PABX systems
- Installation and programming of voice/fax/data modems
- Providing training and user support on wide range of telecommunication equipment's
- Other than communication I have worked on paper shredders dictation equipment and digital diaries.

JANUARY 88 - MARCH 88
NEW ZEALAND TRANSFORMERS LTD

Electrical Tester

Duties included:

- In charge of electrical test lab
- Testing of current, voltage and power transformers to the requirements of the appropriate New Zealand and British Standards

JAN 87 - NOV 87
TYREE POWER CONSTRUCTION LTD.

Electrician

Duties included:

- Layout and assembly of remote control panels
- Switchgear wiring and wiring of transformers, monitoring and control systems

COMPUTER EXPERIENCE

- Expert Unix system administration skills (All platforms)
- Expert in pSeries PowerVM Virtualization
- Expert user of Sun Solaris (Logical Domains and Containers)
- Confidence with Unix and open source tools
- Scripting – Shell, Perl
- LAN administration and support
- SAP R/3 System Support
- Appreciation of the benefits of change control
- Preparing user documentation
- Helpdesk experience supporting hardware, software, and administrative procedures

Expert user of:

- Linux
- HP-UX
- Digital Unix
- Sun Solaris
- AIX
- VIOS
- SAP
- Peoplesoft
- Terminal Emulators
- Remote Management tools
- Enterprise Backup tools (TSM, Legato, NetBackup, Data Protector)
- Web logic
- Websphere
- Windows
- Microsoft Office Suite of applications
- Knowledge of RDBMS (Oracle, MYSQL)
- Open Source Tools (Monitoring, and Network Management)
- Security Tools
- Storage Systems (IBM, SUN)
- MQ Series
- Veritas Cluster and Volume Manager
- GPFS 3.x Cluster

COURSES ATTENDED

1990	Standard First Aid
1991	Casualty Handling/Civil Défense
1993	Defensive Driving, Certificate in law and practice
1994	Uniden Vehicle Security Installation
	Uniden Cellular phones installation
	Telecom New Zealand's Facsimile Firstline Maintenance
1995	Kiwi host
1995	NetWare 4.1 Administration
1997	Microsoft Office 97
1998	Unix Systems Administration
1999	SAP (BC360) Technical Core Competence (UNIX/ORACLE)
1999	Intro to Oracle. SQL & SQL*Plus.
1999	Oracle DBA /SAP DBA.
1999	Oracle Backup and recovery
2001	Solaris System Administration I
2001	Solaris System Administration II
2001	Tivoli Storage Manager Implementation 4.1
2002	AIX Administration
2002	Solaris Security Administration
2005	Sun System Fault analysis workshop
2006	Web logic Administration 8.x
2007	VMware (Virtual infrastructure with ESX server and Virtual Centre)
2007	Redhat Linux Rapid Track Training
2008	Veritas Volume manager and Storage Foundation
2008	Veritas Cluster servers for Oracle RAC
2008	System p LPAR and Virtualization I (Planning and Configuration)
2008	System p LPAR and Virtualization II (Planning and Configuration)
2008	System p LPAR and Virtualization III (Planning and Configuration)