

Gurarsh Singh

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Experienced IT and Security Ops Engineer with proven experience in automating tasks, leading SaaS projects, API Integrations, building high-quality support documentation for both internal and external services, managing audits, IAM, and Endpoint protection, SaaS vendor negotiations, and data migrations.

SaaS Stack (Majorly which I am currently administering and managing at my current company):

Google Workspace, Okta, Atlassian Products, Slack, Zoom, Microsoft Office, Rackspace, Zapier, Dialpad, Gong, Dropbox, Snowflake, Buildkite, Figma, LucidChart, Dashlane, Knowbe4, Cloudflare, GoDaddy, onDMARC, etc.

Work Experience

Wonolo Inc

IT Engineer, Wonolo Inc

July 2022 - Present

- Manages the administration of Mac computers, including security patches, enforcing updates, creating and updating certificates, profiles, and applications via MDM (Kandji for employees and JAMF for customers).
- Develops and maintains various alerts, automations (built using Okta Workflows, Google AppScript, Google Workspace Rules, and Zapier), and scripts (Python and Shell) to benefit auditors and IT teams.
- Manages user access control, maintains and troubleshoot on-premises Cisco Meraki VPNs
- Maintains and Integrated various SaaS applications with OKTA SSO using various methods SWA, SAML, and OIDC
- Implemented and maintains various log-in policies, MFA policies, Self Recovery policies in Okta
- Respond to CrowdStrike detection alerts, take necessary actions and escalate them to the SecOps team if required
- Assists the helpdesk team with escalated support tickets
- Deployed AFI backup for Google Workspace and built various Google Vault Matters for internal investigations.

A few major projects:

- Deployed Okta as an IAM tool and SSO solution for the organization and met the requirements of our Security policies by implementing SSO, MFA policies based on varying contexts (Data, Location, Device, etc). In addition, automated user onboarding and offboarding with the SCIM provisioning, and for some applications without SCIM provisioning, used the API card in Okta workflow to achieve the same results. Also, secure self-recovery policies were implemented, which helped reduce the number of forgotten password tickets
- Onboarded onDMARC to implement and maintain DMARC and prevented domain spoofing by implementing strict DMARC policies, also Increased Email Security by enabling MTA-STS and TLS reporting.
- Switched from Sophos to CrowdStrike Endpoint Protection and maintained several different real-time response policies and set up various Slack and Jira alerts (all migrations and deployments were carried out silently through MDM).
- Deployed and maintains Google Windows Device Management which includes enforcing security settings like BitLocker, Firewall, and applications.
- Nudge was deployed to enforce macOS updates and to move away from managedOS(Kandji), resulting in over 80% of employees updating their Macs within a week of rollout.
- Completed successful migration of two acquired businesses' email services and online storage from Microsoft Office (20+ users) and Rackspace (50+ users) to Google Workspace

IT Specialist, Wonolo Inc

June 2021 - June 2022

- Provided remote support to 400+ employees worldwide (US, Canada, Vietnam, and the Philippines).

- Managed employees onboarding/Offboarding, and built various automation using Okta, and Zapier.
- Managed device asset management for both Canada and the US.
- Created and maintains an internal IT Support Page(Google Site) for the organization which includes support documentation, IT workflows for the hiring manager, and IT vendor request.
- Administered various IT tools and services such as AWS Workspaces, Google Workspace, Google Cloud, Cisco Meraki VPNs, Dashlane, Atlassian Products, Slack, CrowdStrike Falcon, Zoom, Zoom Rooms, and Wonolo's internal tools.
- Responsible for Mac Administration using tools like Kandji and Jamf, and includes installation, testing, operation, troubleshooting of both hardware and software

Web Developer (Freelance), IEEE Humber College,

January 2019 - February 2021

- Maintained and updated web content as required including adding survey forms, workshop registration forms
- Integrated the MongoDB with Django Database Manager for ease of managing data
- Created code enhancements to the current web App and added more features like Google Forms API, Pagination
- Tools: Python (Django), JavaScript, HTML/CSS, Bluehost

Apple Technician, B2X Care Solutions (AASP),

June 2016 - October 2018

- Generated and monitored various service and request tickets for various Apple Devices
- Performed various software/hardware troubleshooting and modular repairs on macOS and iOS devices
- Provided quality customer service to customers by corresponding with customers regarding technical questions, activation of services, and problem-solving of technology issues.

Leadership and Awards

Wonolo Summer Hackathon 2023, US and Canada

- Using Zoom API cards and Google Drive API cards, an Okta workflow was built to read emails from a Google Sheet and transfer Zoom Cloud Recordings to Google Drive resulting in saving time and effort for the IT team by not having users move recordings to Google Drive manually, since Zoom Cloud storage is expensive.

NEM (National Engineering Month) 2020, Toronto

- Designed a remote toy car kit using STM32 for all the participating high school students from all around Toronto.
- Got honorarium award from the School of Applied Technology for participation and representing Humber College in NEM Challenge 2020

Humber Leadership Program 2020, Toronto

- From all 3 Humber College campuses and the University of Guelph-Humber, only around 30 students were selected in the Humber Leadership Program. I was able to gain experience in management skills, problem-solving skills, team building skills, and project management skills.

IEEEXtreme Global Hackathon 2020, Toronto

- Participated in a 24-hour global coding competition and won a \$500 cash prize from Humber College.

NEM (National Engineering Month) 2019, Toronto

- I won first place representing Humber College in National Engineering Month, was awarded OACETT membership and a cash prize of \$3000 for my performance.

IEEE Humber Hackathon 2019, Toronto

- Led team in Humber College IEEE annual hackathon, Our team managed to solve most of the solutions in this 8-hour hackathon and was able to score 4th position out of 11 positions.

Education & Certifications

Certified in Cybersecurity (2022), SSCP (in progress), ISC2

Okta Certified Professional (January 2023), Okta

Google Workspace (G Suite) Admin (April 2021), Udemy

Computer Engineering Associate Degree (April 2021), Humber College

- Dean's Honors list all semesters with a GPA of 89.4%

Introduction to Digital Transformation with Google Cloud (November 2021), certificate by Google Cloud

Azure Fundamentals AZ 900 (March 2021), certificate by Microsoft

CS50's Web Programming with Python and JavaScript (March 2021), certificate course by HarvardX(Harvard University)

CS50 (August 2020), certificate course by HarvardX(Harvard University)

JavaScript, jQuery, PHP (February 2020), certificate by Solo Learn