

Vaishal Dhir

✉ vaishaldhir4@gmail.com

📞 4389790349

🏠 Mackenzie, BC

🌐 www.linkedin.com/in/vaishal-dhir-049323113

PROFESSIONAL SUMMARY

Data Center Technician at IREN with growing experience in mission-critical 24/7 operations, supported by a strong foundation in incident triage, escalation, and real-time operational awareness. Demonstrated ability to diagnose and escalate technical issues efficiently, with a solid understanding of software troubleshooting, network connectivity, system performance validation, and remote management workflows. Familiar with monitoring tools, infrastructure automation concepts, Linux command-line environments, and standardized operating procedures. Backed by prior leadership experience, contributing strong communication skills, cross-functional teamwork, and a proven client-first mindset. My curiosity, ownership, meticulous attention to details, and the ability to stay composed under pressure while driving continuous improvement within the team is always recognized.

EXPERIENCE

DATA CENTER TECHNICIAN

January 2026- Present | IREN, Mackenzie

- Monitor GPU/compute clusters using UFM, BMC to assess node health, fabric status, and interconnect performance, enabling rapid identification and escalation of degraded or failing nodes.
- Execute smart-hands operations including power cycles, BIOS checks, thermal inspections, and network path validation to restore stability across multi-rack cluster environments.
- Coordinate with hardware vendors on part availability and shipments, ensuring timely replacement of failed node components and minimizing repair delays.
- Provide clear, timely status updates to clients regarding node failures, repair timelines, part status, and the overall impact on cluster performance.
- Maintain accurate ticket documentation, updating workflows, technical notes, diagnostic observations, and client communications to ensure full traceability.
- Collaborate closely with networking and systems engineering teams to support reliable cluster operations and assist with early-stage root-cause analysis.
- Track and respond to Signal4 alerts in real time, prioritizing high-impact issues and escalating critical events immediately to reduce cluster downtime.
- Perform node provisioning tasks such as validating BMC access, checking IP configurations, confirming OOB connectivity, and ensuring new nodes successfully join the cluster.
- Retrieve diagnostic logs through iDRAC/BMC interfaces, collect TSR reports, and provide engineering teams with actionable data for deeper root-cause analysis.
- Follow strict data-center best practices including cable management, port labeling, environmental checks, and access control to maintain operational readiness and support safe, efficient infrastructure growth.

ASSISTANT MANAGER

November 2022 – December 2025 | 7 Eleven Inc, Edmonton

- Led daily operations to ensure quality assurance, efficient workflows, compliance, and consistent execution of corporate standards.
- Oversaw recruitment, training, and talent development, improving team performance, engagement, and retention.
- Served as Acting Manager, leading full store operations, financial oversight, staffing decisions, and performance management during leadership absences.
- Collaborated with Area Leaders, the Market Manager to align site performance, resolve staffing concerns, and implement strategic business directives.
- Increased YOY sales by 8.5% by redesigning product placement and introducing high-performing promotional end caps.
- Improved employee retention by 15% through structured coaching, training programs, and performance feedback initiatives.
- Resolved client concerns and complaints efficiently, maintaining high customer satisfaction.
- Managed financial operations including purchase orders, billing approvals, expense reporting, and contributed to corporate 21B financial discussions.
- Strengthened inventory accuracy by implementing systematic stock checks and reducing shrink through improved loss-prevention practices.
- Streamlined store processes by optimizing scheduling, delegating tasks based on team strengths, and improving overall daily productivity.
- Supported operational readiness by coordinating vendor relations, ensuring timely deliveries, and maintaining optimal stock levels for high-demand periods.

WEB DEVELOPER

July 2018 - Jan 2020 | Logixtree Network, India

- Designed, developed, and maintained responsive websites and web application interfaces using modern front-end technologies and coding best practices.
- Adapted, optimized, and validated code to improve performance, functionality, and cross-browser compatibility.
- Conducted debugging, data analysis, and UI/UX evaluations to identify issues related to security, performance, and user experience, implementing improvements proactively.
- Established and maintained update procedures, ensuring websites remain secure, stable, and aligned with evolving client requirements.
- Oversaw website functionality, uptime, and error monitoring while carrying out routine maintenance to ensure seamless user experiences.
- Collaborated with designers and clients to contribute to website architecture, layout decisions, and interactive UI solutions.
- Researched, tested, and evaluated interactive media tools, plugins, and emerging web technologies to enhance functionality and user engagement.
- Integrated APIs, third-party tools, and backend services to improve website features and automation.
- Built SEO-friendly pages by implementing proper metadata, keyword optimization, and structural enhancements to improve search visibility.
- Maintained version control workflows (Git) to track changes, manage updates, and collaborate efficiently across development teams.

EDUCATION

POST GRADUATION DIPLOMA

Mobile Application Development, Montréal/Canada

Learned full-cycle mobile app development for Android platforms, including design, coding, and deployment. Created an Apartment Finder App integrating geolocation, cloud databases, and real-time APIs to provide users with accurate property listings, utilizing real-time databases, secure data transmission, and network optimization techniques to improve performance across different mobile networks. Acquired additional skills in device communication, Wi-Fi/cellular configuration, and mobile network troubleshooting.

BACHELOR OF TECHNOLOGY

ELECTRONICS AND COMMUNICATIONS, Punjab/India

Comprehensive four-year program with a strong focus on communication systems, networking, and electronic design. Coursework included Computer Networks, Wireless Communication, Digital and Analog Communication Systems, Microprocessors, and Signal Processing. Developed hands-on expertise in network configuration, routing and switching, LAN/WAN setup, TCP/IP protocols, VLAN management, and network troubleshooting. Gained practical experience in data center operations, server administration, hardware installation, and virtualization concepts. Built strong analytical and problem-solving skills through lab work and projects involving IoT communication, digital system integration, and network security.

PROJECTS

Smart Mirror – Python, Raspberry Pi, API Integration

Developed an interactive Smart Mirror system using Python and Raspberry Pi to display real-time information including news, weather, time, and date on a reflective display interface. Implemented API integrations for live data retrieval of automated refresh intervals, and modular widgets. Built a clean UI using Tkinter/HTML frameworks and optimized system processes for smooth performance. Configured hardware components, sensors, and network connectivity to ensure reliable operation.

Key Skills: Python, Raspberry Pi, APIs (News/Weather), Linux scripting, UI modules, Hardware integration, Networking basics.

Apartment Finder App – Mobile App Development, Cloud Database, Real-Time APIs

Designed and developed a mobile application that helps users search for apartments based on custom filters such as location, budget, and amenities. Built front-end interfaces with intuitive navigation and integrated real-time databases for storing and retrieving property data. Implemented geolocation features, map integration, and live API calls to fetch updated listings. Improved performance accuracy by optimizing network calls and caching frequently accessed data. Ensured responsive UI design and maintained secure data transmission across different mobile networks.

Key Skills: Mobile App Development, UI/UX, Geolocation APIs, Cloud Databases, JSON/REST APIs, Real-time data handling, Performance optimization.

SKILLS

Cybersecurity (threats, risks, vulnerabilities, incident response), SIEM tools (Splunk, Wireshark, TCPdump), security hardening, Linux/Windows administration, network configuration and troubleshooting, LAN/WAN, TCP/IP, DNS, DHCP, VLANs, routing & switching (Cisco/Juniper), virtualization (VMware, Hyper-V), cloud basics (AWS), Python, SQL, DCIM, structured cabling, disaster recovery, and hardware installation/maintenance.

CORE COMPETENCIES

Data Center Operations, Infrastructure Monitoring (UFM/BMC), Incident Response & Escalation, Hardware Diagnostics & Cluster Health Management, Smart-Hands Technical Support, Network Troubleshooting (IB/Ethernet), Vendor Coordination & Part Management, Asset Tracking (NetBox), Operational Excellence, Workflow Optimization, Staff Training & Development, Strategic Planning & Execution, Budget & Financial Oversight, Customer Relationship Management, Risk Assessment & Safety Compliance, Data-Driven Problem Solving, High-Pressure Decision-Making, Conflict Resolution, Client-First Service Mindset, Adaptability & Continuous Improvement.

CERTIFICATIONS

GOOGLE CYBERSECURITY CERTIFICATE

Completed an industry-recognized cybersecurity program covering core defensive security concepts, hands-on tools, and real-world threat analysis. Gained practical experience with Python scripting, Linux command-line operations, SQL querying, and Security Information and Event Management (SIEM) platforms. Developed the ability to identify, analyze, and mitigate common cybersecurity threats, vulnerabilities, and attack patterns. Worked with Intrusion Detection Systems (IDS), log analysis techniques, and incident response workflows used by modern SOC teams. Built a strong foundation in security controls, risk assessment, access management, and applying best practices to secure systems and networks.

Key Competencies:

Python fundamentals • Linux administration • SQL queries & data analysis • SIEM tools • IDS/IPS concepts • Threat detection • Vulnerability identification • Incident response basics • Security frameworks • Log analysis

MICROSOFT'S INTRODUCTION TO DATACENTER

Completed Microsoft's foundational datacenter program covering core concepts in data center design, architecture, and operational management. Gained an understanding of how modern data centers are structured, powered, cooled, and maintained for high availability. I studied best practices in IT infrastructure management, workload efficiency, redundancy planning, and operational reliability.

Key Competencies:

Datacenter architecture • IT infrastructure fundamentals • Operational reliability • Power & cooling concepts • Capacity planning • Sustainability best practices • Redundancy & resilience • Compliance awareness