

# Salman Abbas Naqvi

CLOUD SECURITY, AUTOMATION  
2XCCIE, CISSP, 5XAWS, TERRAFORM,  
VAULT, ANSIBLE, PYTHON, VCP-NV, ITIL,  
BSC



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## PROFILE

Accomplished cloud, network, security and automation architect with over 20 years of architecting, designing, implementing, operating and troubleshooting experience.

Demonstrated ability to create efficiencies in IT tasks that reduce person-hours, reduce cost, and increase revenue. Excellent technical and non-technical communication and presentation skills. Hardworking, extremely dedicated, amazingly quick learner, and backed up with excellent references.

## QUALIFICATIONS AND TRAINING

CCIE Data Center  
CCIE Routing & Switching

AWS Solutions Architect Associate  
AWS Solutions Architect Professional  
AWS Certified Security Specialty  
AWS Certified Networking Specialty

Certified Information Systems Security Professional (CISSP)

HashiCorp Infrastructure Automation:  
Terraform Associate  
HashiCorp Security Automation:  
Vault Associate

Building Network Automation Solutions -  
ipSpace.net (Ansible, Python)

Azure Fundamentals AZ-900 Course @  
CloudXeus Technology

VMware Network Virtualization  
Professional – VCP-NV

## SKILLS

Cloud Architecture and Design  
Network Architecture and Design  
Security Architecture and Design  
Automation

Large-Scale Work-Load-Migration  
Project Technical Lead and Execution  
Technical Presentation  
Expert Troubleshooting  
Team Leadership  
Process Analysis and Improvement  
Building Proof-of-Concepts

## RESUME HIGHLIGHTS

## PROJECT HIGHLIGHTS

### TECHNICAL LEAD - CLOUD SECURITY

2024

- Designed and deployed secure cloud architectures, enhancing infrastructure security for Government of Canada's (GC) centralized and standardized cloud offering, designed to host workloads for all 44+ GC departments.

### TECHNICAL LEAD - NETWORK AND SECURITY

2020 - 2022

- Lead network and security architecture and design for \$67 million DND WLM project, migrating workloads consisting of 3,000+ systems, along with LAN, WAN, security, storage, and compute infrastructure from five legacy data centers in Ottawa to EDC Borden, SSC's private cloud

### TECHNICAL LEAD - NETWORK

2017-2018

- Lead network architecture, design and implementation for \$322 million EDC Borden data center build and migration project, which consisted of migrating (WLM) 12,000+ mission critical DND systems from legacy data center to end-state data center consisting of x86 (VMware, Bare Metal), P-Series, Linux/Unix, zBX, storage, security appliances, backup, and a large variety of other workloads.

## EXPERIENCE SUMMARY

### Cloud Automation & Security Architect

2024-present

United Nations - UN Habitat - QOLI Project

### Cloud Security Architect

2023-2024

Shared Services Canada (SSC)

### Senior Partner Solutions Architect

2022-2023

Amazon Web Services (AWS) Canada

### Technical Architect

2016 - 2022

Department of National Defence (DND) / SSC

### Network Engineer

2012 - 2016

Department of National Defence (DND) / SSC

### Network Infra and Ops Specialist

2011 - 2012

Blake, Cassels & Graydon LLP

### Network Engineer

2010

Cisco Systems / Toronto Pearson Airport

### NOC Team Leader

2009-2010

Epik Networks (Business VOIP and ISP)

### Senior Telecommunications Specialist

2009

Epik Networks (Business VOIP and ISP)

# Salman Abbas Naqvi

[2xCCIE, CISSP, 5xAWS, TERRAFORM, ANSIBLE, PYTHON, VAULT, VCP-NV, ITIL, BSc.]

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## Summary

Accomplished technology leader with 20+ years of expertise in cloud, networking, security, and automation. Proven track record in architecting, designing, implementing, and operating complex systems—while troubleshooting critical issues with precision. Skilled at driving efficiencies that reduce person-hours, lower costs, and unlock new revenue opportunities. Known for outstanding communication and presentation skills with both technical and business audiences. Highly dedicated, quick to master new technologies, and recognized by peers and leaders alike for exceptional professionalism and performance.

## Qualifications & Training

Double CCIE: Data Center and Routing & Switching #34355

Certified Information Systems Security Professional (CISSP)

Cloud Security Assessment @ Canadian Centre for Cyber Security (CCCS) / Communications Security Establishment (CSE)

AWS Certified Solutions Architect Professional

AWS Certified Security Specialty

AWS Certified Networking Specialty

AWS Certified Solutions Architect Associate

HashiCorp Infrastructure Automation: Terraform Associate

HashiCorp Security Automation: Vault Associate

Building Network Automation Solutions - ipSpace.net (Ansible, Python)

Azure Fundamentals AZ-900 Course @ CloudXeus Technology Services

VMware Network Virtualization Professional – VCP-NV

General Dynamics TACLANE Inline Encryptor (Classified / Top Secret) Admin @ Certificate WaveRate Communications

Leadership and Conflict Resolution Seminar Series @ University of Toronto

*Secret II Security Clearance from PSSD, PSPC/PWGSC - Government of Canada*

*Secret II Security Clearance from RCMP*

## Specialties

Cloud, Security, Automation and Network Architecture, Security & Design, Large-Scale Work-Load-Migration, Team Lead, Project Lead & Execution, Executive Presentation, DC Consolidation, Automation, Building Proof-of-Concepts, Systems Support, Team Leadership and Process Analysis & Improvement.

## Experience

### HaqNow.com

2025 - Present

- Founded and developed HaqNow.com, a global transparency platform dedicated to collecting, organizing, and providing open access to documents that expose corruption worldwide.
- Built features enabling anonymous uploads in 60+ languages with instant English translation, ensuring broad accessibility and prioritizing user privacy and safety.
- Designed and implemented an AI-powered Q&A tool allowing users to ask natural language questions and receive answers with clickable sources and confidence scores, facilitating quick, reliable insights.

### Cloud Security and Automation Engineer - UN-Habitat - Quality of Life Initiative - United Nations

October 2024 - present

- Contributed to a \$20M project with projected expansion to \$30–40M annually by 2026/2027.
- Spearheading global scale-up: 50 cities in 2025, 300+ in 2026, and thousands beyond 2027.
- Built strategic partnerships with leading organizations to co-develop the Quality of Life Index (QOLI) platform.
- Drove [rapid prototyping initiatives](#)—leveraged AI development and “vibe coding” to accelerate major project delivery.
- Led a multidisciplinary data team in designing a 500TB+ scalable geospatial mobile-ping analytics solution; built dashboards (Jupyter, Pandas, QuickSight) and AWS Glue-based PySpark pipelines.
- Developed geospatial products: visualized citizen movement patterns, built a [web-based online](#) tool for managing 100s of TBs of location data, and created an AI-powered GIS tool using Sentinel-2 imagery to measure urban [greenspace](#).
- Implemented enterprise-grade cloud security: MFA, key rotation, GitHub OIDC, branch protection, VPN-secured database access,

blue/green deployments, and automated code security reviews.

- Centralized and automated security services (Config, Inspector, Security Hub, GuardDuty, Macie, WAF) with log retention, anomaly detection, and CloudWatch dashboards for visibility and compliance.
- Orchestrated SaaS and platform integrations (e.g., Cinchy.com, Geomate.com) to expand service capabilities.
- Designed and automated infrastructure with IaC best practices—GitHub Actions, Terraform Cloud, AWS API, and HCP—for secure, repeatable deployments.
- Directed DevOps strategy: built CI/CD pipelines, containerized platforms, enforced compliance controls, and optimized AWS service management.
- Built automation workflows (NodeJS/NextJS/Groq-based LLMs) for chatbot and data pipeline solutions.
- Advanced compliance frameworks with automated tagging, monitoring, and CloudWatch agent deployments.
- Championed Agile leadership: ran daily standups, biweekly sprints/retrospectives, and fostered cross-functional collaboration between development, security, and compliance teams.

**Role Breakdown:** Architecture 20%, Design 20%, Deployment 30%, Development/Testing 20%, Troubleshooting 10%

### **Cloud Security Architect - Shared Services Canada (SSC) - Government of Canada**

October 2023 - October 2024

- Designed and deployed secure cloud architectures, enhancing infrastructure security for Government of Canada's (GC) centralized and standardized cloud offering, designed to host workloads for all 44+ GC departments.
  - Managed AWS Secure Environment Accelerator (ASEA) to ensure Government of Canada cloud environment stays secure and Canadian Centre for Cybersecurity (CCCS) and ITSG-33 compliant.
  - Architected new ground to cloud secure perimeter using Transit Gateways (TGW), Direct Connect (DX), VPCs, and other related AWS services.
  - Managed and configured Fortinet FortiGate firewalls for secure cloud to Internet and cloud to ground perimeter.
  - Automated cloud management tasks with Crossplane, with ArgoCD, on EKS improving efficiency and consistency across DEV and Prod environments.
  - Implemented firewalls, EC2 instances, SCPs, Roles, Users, Policies, Lambda functions, Systems Manager and numerous other services using automation via Crossplane.
  - Implemented infrastructure as code using Terraform and CloudFormation to streamline operations, and standardization.
  - Participated in cloud security assessments based on CCCS guidelines, identifying potential risks, and documenting them using automated features from AWS Audit Manager.
  - Developed and implemented mitigation strategies to address security vulnerabilities.
  - Collaborated with cross-functional teams to ensure adherence to security best practices.
  - Developed and maintained security policies and procedures, ensuring compliance with regulatory standards.
  - Provided expert guidance on cloud security matters, supporting decision-making processes.
  - Contributed to team using Agile methodology, with biweekly sprints, retrospectives, daily standups and a dedicated Scrum master
- Role Breakdown:** Architecture 30%, Design 20%, Deployment 20%, Development/Testing 20%, Troubleshooting 10%

### **Senior Partner Solutions Architect - National Security - Amazon Web Services (AWS) Canada**

July 2022 - October 2023

- Accelerated AWS adoption within the partner community and National Security market by shaping and delivering strategies.
- Acted as an ambassador for AWS Landing Zone Accelerator (formerly AWS Secure Environment Accelerator) via public events, webinars, presentations and testing.
- Empowered defence customers and partners on AWS through defining technical enablement strategies.
- Achieved team goals by collaborating with senior stakeholders within defence partners and AWS.
- Strategized about business, product, and technical challenges with a forward-thinking approach.
- Advised partners as the technical expert, working closely with their technical leadership teams
- Provided architectural guidance and recommendations for successful partner engagements, including POCs, SOWs, and RFPs.
- Innovated industry and vertical partner solutions, showcasing vision, creativity, business acumen, and deep AWS knowledge.
- Championed AWS partners across the community, collaborating with AWS Training, Professional Services, and Account teams.
- Evangelized AWS services and solutions to the partner community through participating in external events.
- Contributed partner and customer feedback to internal product management and engineering teams to drive improvements.

**Role Breakdown:** Presentation 50%, Architecture 30%, Development/Testing 20%

### **Technical Architect (Network), Shared Services Canada (SSC) / Department of National Defence (DND)**

April 2016 – June 2022

- Lead network architecture and design (with key focus on security, compute/virtualization, and storage) while conducting requirements gathering, proof-of-concept, RFQ, implementation and troubleshooting activities for:

- \$89 million EDC Borden Enterprise Establishment project, which extended SSC's private cloud offering to the fourth SSC end-state data center, building core infrastructure for data center designed to scale to 100,000s of systems. (2020-2022)
- \$67 million DND WLM project, migrating workloads consisting of 3,000+ systems, along with LAN, WAN, security, storage, and compute infrastructure from five legacy data centers in Ottawa to EDC Borden, SSC's private cloud (2020-2022)
- \$22 million NRCAN WLM project, migrating workloads consisting of 600+ systems from two legacy data centers to SSC's private cloud at EDC Borden (2020-2022).
- \$322 million EDC Borden data center build and migration project, which consisted of migrating 12,000+ mission critical DND systems from legacy data center to end-state data center consisting of x86 (VMware, Bare Metal), P-Series, Linux/Unix, zBX, storage, security appliances, backup, and a large variety of other workloads. (2017-2018)

- Architecting, designing, configuring and maintaining robust data center network, and security infrastructure at three DND data centers and four SSC data centers.

- Presenting end-state private-cloud solutions, architecture and design to federal department customers (DND and DND sub-departments, PSPC, NRCAN, Health Canada, IRCC), ranging from executives to subject matter experts, to groups ranging from 5-100 attendees.

- Leading network and security architecture and design discussions for some of the largest and most complex federal IT projects, consisting of establishing new SSC private-cloud offering across four end-state data centers, as well as working with specific partners, with special focus on DND, to migrate disparate workloads from legacy data center to end-state IaaS private cloud solutions.

- Collaborating closely with DND security assessors, Defence Information Management Security (DIMSecur) and SSC security assessors, Security Management Group (SMG) to review and validate designed solutions, and provide proof of implementation of security controls, to meet ITSG (ITSG-33, ITSG-22), CSE, CCCS, and NIST guidelines, frameworks, and requirements.

**Role Breakdown:** Architecture 30%, Design 20%, Network Deployment 20%, Development/Testing 20%, Troubleshooting 10%

### **Network Engineer, Shared Services Canada (SSC) / Department of National Defence (DND)**

July 2012 – March 2016

- Designing, testing and implementing numerous platforms such as Cisco ACI, Nexus 9000, 6000, 7000, 5000, 6500 VSS, F5 BIG-IP, LTM, Brocade VDX 6700, etc.

- Lead implementation of \$79 million EDC Barrie Establishment project, building network, security and storage infrastructure for SSC's second private-cloud / enterprise data center, servicing more than 20 federal departments / customers (2015-2016)

- Authored numerous Technical Architecture Documents (TAD), High Level Design (HLD), Detailed Design Specification (DDS), Request For Change (RFC), Request For Quotes (RFQ) and other related documentation required for security assessment.

- Created Proof-of-Concept labs for SSC's private cloud offering, consisting of IaaS, SDN and VDI solutions including: Cisco ACI, VMware NSX, OpenStack, VMware Horizon.

- Reviewing, critiquing and providing feedback to upper management on Request for Proposals (RFPs) for data center networking and software-defined-networking (SDN) solutions from multiple vendors.

- Pioneering use of automation solutions in the department, based on Ansible as well as in-house Python scripting.

- Designing, testing and deploying WAN optimization with Riverbed Steelheads (7070, 7050, 6050) and Interceptors (9600, 9350).

- Designing and testing secure multi-tenant network and SAN solutions, utilizing VDCs, FCOE, VRFs, VMware NSX, and Cisco ACI and Cisco Identity Services Engine (ISE).

- Designing, testing and deploying DCI solutions over dark-fiber and DWDM solutions utilizing OTV, MP-BGP and VXLAN.

- Researching, testing and implementing network monitoring solutions from CA, OPNet, Intermapper, and IBM Tivoli.

- Troubleshooting performance issues utilizing CA Spectrum and OPNet ARX. Discovered and resolved numerous chronic issues.

- Proposed and designed a new cabling infrastructure utilizing modern fiber patch panels and physically redundant cabling layout.

- Participating in Disaster Recovery/ Business Recovery exercises to evaluate network DR/BR readiness along with making improvements to DR/BR process.

- Developing processes for network Incident Management. Working with executives/clients on meeting/exceeding SLA requirements.

**Technical Environment:** Nexus 9000/7000/5000, 6500, 4500, ASA, MDS, HP c7000 Blade Chassis, CA, OPNet, ITNM, TACLANE

**Role Breakdown:** Design 40%, Network Deployment 30%, Development/Testing 20%, Troubleshooting 10%

### **Network Infrastructure and Operations Specialist at Blake, Cassels & Graydon LLP**

January 2011 – June 2012

- Configured and maintained routing and switching at two data centers consisting of 6500 VSS, Nexus 1000v, 3750s and 2900s.

- Performed level 3 troubleshooting on business critical Cisco based LAN/WAN and Cisco UC infrastructure supporting 900+ lawyers and 600+ staff in 10 offices worldwide.

- Redesigned WAN infrastructure to follow current industry best practices (including MPLS, EIGRP, QoS, dual-WAN, VPN etc.)

- Configured network components for Cisco UCS roll-out including UCS 5100 Chassis, B-series blades, Nexus 1000v, and FI 6100.

- Configured two sets of Nexus 1000v switches with vSphere in ~85% virtualized environment with 400+ virtual machines.

- Managed network performance and capacity by performing trend analysis using multiple NMS, reports and packet captures.
  - Designed and implemented capacity and availability related upgrades, including virtualized I/O, backup VPN, T1s, FXO, etc.
  - Configured/upgraded WAN/MPLS VPN for remote international offices in London, Beijing, Al-Khobar (Saudi Arabia) and Bahrain.
  - Deployed Wi-Fi network consisting of 67 access points across nine floors at the Toronto headquarters.
  - Configured Multicast across the North American offices for MS SCCM based Windows 7 deployment.
  - Implemented Blakes first in-house network and voice infrastructure monitoring using both Solarwinds Orion and Observium NMS. Implemented Solarwind's VoIP/IPSLA, Netflow, IPAM, NCM, and Virtualization modules.
  - Performed in-depth troubleshooting using packet captures via Steelheads, Wireshark, Orion Netflow, and other traffic analysis tools.
  - Upgraded, updated and maintained Cisco UC (UCM, Unity, UCCX, UEAC) infrastructure with vendors.
  - Lifecycling network equipment, including DC cores, firewalls, VPNs, WAN edge devices and management servers/appliances.
  - Provided Cisco UC (UCM and Unity) administration training to Level 1 and Level 2 IT staff for day-to-day administration.
- Technical Environment:** Cisco R&S (6500, Nexus, 4500, ASA, MDS 9100), UC (UCM, Unity, UCCX), UCS, EMC, RecoverPoint
- Role Breakdown:** Network Design 30%, Network/VoIP Deployment 40%, Troubleshooting 20%, Training 5%, Lead 5%

### **Network Engineer (contract) at Cisco Systems, Inc/Toronto Pearson Airport.**

July 2010 – December 2010

- Refreshed Routing and Switching equipment at the Toronto Pearson Airport in a hybrid Enterprise/Service Provider network personally handling over \$3 million Cisco equipment over the course of the project.
- Staged and deployed 92 Catalyst 6500 devices (with 10+ SUP720 10G, 80+ SUP32, 300+ 6148 cards) and 12 Catalyst 3750s.
- Tested and implemented redundancy and high availability using GLBP, HSRP, VSS, VPC, MEC and OSPF & EIGRP.
- Trained in design, configuration, and deployment of Nexus 1000v and Nexus 7000 platforms with VMware/Cisco UCS integration.
- Participated in 8-week Cisco Enterprise, Data Center and Service Provider technologies training.
- Provided technical training, supervision and support to new members of the project deployment team.
- Prepared migration plan for 12 devices from CatOS to IOS - including design, validation, and implementation.
- Assisted in deployment of ONS 15454, MDS 9500 and Catalyst 3640.
- Prepared Method of Procedure (MOP), Migration Strategy, Requirements, and various reports.
- Assisted Project Manager (PM) with scheduling, organization, logistics of 800+ devices, and other administrative tasks.
- Worked in a multi-vendor environment including teams from Cisco, IBM, GTAA (Greater Toronto Airport Authority) and others.

**Technical Environment:** Cisco IOS, CatOS, Fibre, Optical, Voice/VOIP, Enterprise, Service Provider

**Role Breakdown:** Systems Staging 35%, Systems Deployment 40%, Network Design 15%, Administration/Organization 10%

### **NOC Team Leader at Epik Networks**

November 2009 – May 2010

- Prioritized and delegated NOC team's daily tasks and projects which supports 11,000+ VoIP and Internet/Data users.
- Provided hands-on Tier 2 and Tier 3 support for Cisco 2600, 3500, 6500, 7200 and 12000 series devices.
- Lead the NOC team through emergencies and time-sensitive incidents relating to VoIP systems requiring high availability.
- Analyzed SIP call traces (from Call Agent) and packet captures for jitter, latency, packet-drops, max delta and other anomalies.
- Worked directly with Level 2 and Level 3 support at Bell, Primus, AT&T, COX, and Paetec on various SIP trunk and PRI issues.
- Troubleshot WAN issues with Cogent, AT&T, Allstream, Qwest and Navigata on Fiber, DS1, DS3, MPLS, and Layer 2 connections.
- Deployed and managed ESXi 3.5 and Virtual Center 2.5 across two collocation facilities in Toronto and Vancouver.
- Implemented new VMs (Windows and Linux) and migrated physical machines to VM using P2V Converter (VC and standalone).
- Worked with CTO and VP Finance to implement Six Sigma and ITIL based process improvements.
- Provided NOC status 'snapshots' to stakeholders by reporting data collected through the ticketing/incident tracking, network monitoring, and project management systems.
- Worked with VP Operations & Project Managers to align NOC activities with project and support goals

**Technical Environment:** UNIX, Windows Server 2003/2008, Linux, Cisco IOS, Layer 2/3 circuits, WAN, T1/DS1, T3/DS3, MPLS

**Role Breakdown:** Systems Support 35%, Network Design/Support 35%, End-user support 15%, Management 10%, Reporting 5%

### **Senior Telecommunications Specialist (NOC) at Epik Networks**

March 2009 - November 2009 (9 months)

- Upgraded, configured, and performed troubleshooting on Cisco 2600, 3500, 7200 and 6500 series devices for new projects.
- Troubleshot hardware issues with T1, T3, Switchblades, and Supervisor modules on Cisco devices including 2600, 7200, & 6500.
- Implemented use of standard configuration templates for Cisco devices to increase efficiency and decrease incidents.
- Provided Tier 2 support for network (Cisco), VoIP (Broadsoft, AudioCodes, Cisco), and other systems (Windows, Linux, Unix).
- Worked on Solaris and UNIX based Call Agents to perform SIP call tracing, log tailing, troubleshooting, maintenance and backup.

- Implemented backup and redundancy on UNIX, Linux, Windows Server platforms and Cisco IOS.
- Implemented open source phpMyFAQ Knowledge Base (Linux) to create efficiencies in various NOC processes.
- Implemented Logisense engageIP ticketing/incident management system (Windows Server 2003), and customized it to automatically prioritize tickets defined by the SLA.

**Technical Environment:** Open-source Linux (Ubuntu), BASH, DNS, VMware, IP addressing, TCP/IP, OSPF, EIGRP, BGP,

**Role Breakdown:** Systems Support 40%, Network Design/Support 30%, End-user support 20%, Reporting 5%, Research 5%

### **Exchange Migration Advisor at University of Toronto**

January 2009 - March 2009 (3 months)

- Advised IT Administrators across University of Toronto in planning the smooth migration of their respective departments.
- Assisted university staff and faculty directly in migration of email and calendar service.
- Developed training and support documents (FAQs, training videos, & screen-casts) to allow users to complete the migration process.
- Assisted in setup of Blackberry devices to synchronize with MS Exchange 2007 account.

**Technical Environment:** MS Exchange 2007, BES, BIS, Outlook 2003/2007, Entourage, Thunderbird, UNIX, VMware, VPN

**Role Breakdown:** IT Administrator Advisory 40%, End-user support 40%, Documentation 20%

### **Telecommunications Technician (NOC) at Epik Networks**

July 2008 - January 2009 (7 months)

- Provided 24/7 on-site and remote support for outages and other emergencies.
- Performed hands-on network design, installation, configuration and troubleshooting on Cisco 2600, 3500 series devices.
- Configured and provisioned 100+ MGCP and SIP based AudioCodes, Nortel, 3COM and Linksys gateways and analog adapters.
- Ensured smooth operation of Epik Networks staff computing needs by attending to connectivity, printing & shared resources issues, along with managing inventory and licenses (Windows Server 2003).
- Continued to maintain and update various servers (Linux and Windows) that were a critical component of the help.

**Technical Environment:** Solarwinds NPM, Nagios, Cacti, FreeRADIUS, Dell, IBM Blade, Remote Backup, NAS, SAN, HP, Java

**Role Breakdown:** End-user support 60%, Systems Support 30%, Network Support 10%

### **Help Desk Co-ordinator at Epik Networks**

November 2007 - July 2008 (9 months)

- Pioneered use of, and implemented web-based open source ticketing/incident management system (Request Tracker - Linux) to manage and complete 25+ daily tickets/incidents.
- Installed, maintained and backed up various Window and Linux based servers
- Developed expert level knowledge of Java/UNIX based Broadsoft M6 VoIP Switch administration used to maintain changes, additions and deletions of over 3000 business VoIP customers.
- Set up Epik Networks' first multi-staff Help Desk with staff across three cities in North America.
- Developed procedures which streamlined the handling of requests based on urgency and priority.
- Set up a call queuing mechanism to distribute incoming support calls across the three branches

**Technical Environment:** MS Exchange 2003, MS AD/DC/DNS Server, DNS, LAN, Spanning tree, Layer 2/3, Java

**Role Breakdown:** End-user support 70%, Systems Support 20%, Research 5%, Implementation 5%

### **Help Desk Advisor at University of Toronto**

December 2006 - May 2008 (1 year 6 months)

- Troubleshooting clients' email client(s), connectivity, VPN, wireless networking and other issues both in person and over the phone.
- Developed expert level knowledge of MS Outlook, Mozilla Thunderbird, Apple/Mac Mail App, Internet Explorer, Mozilla Firefox, and various proprietary wireless connection softwares.
- Helped clients resolve UTORmail (University of Toronto institutional email system) issues.
- Utilized BMC's Remedy Incident Management System, and later transitioned to Request Tracker ticketing/incident management.

**Technical Environment:** Windows 98/2000/XP/Vista, Outlook 2003/2007, Remedy, Request Tracker, VPN

### **Telefundraiser at University of Toronto**

October 2004 - January 2006 (1 year 4 months)

- Contacted University of Toronto Alumni for UofT Advancement for various fundraising campaigns.
- Often placed in the top 5 performers of the month list amongst the 90 telefundraisers.

### **Training Media Manager at University of Toronto**

June 2005 - December 2005 (7 months)

- After submitting a detailed proposal, completed a 4 month long training video project which would aid in the continuous hiring process that the Call Centre faced. The video, entitled "The UofT Telefund Training Movie", outlined various aspects of employment at the Call Centre and all the policies associated with it in a fun and captivating fashion. The video is viewed by all new employees in complete and clips are shown occasionally at the beginning of the shift to all current employees to aid in the continuous training process.

### **Database and Research Assistant at Nortel Networks**

September 2000 - January 2001 (5 months)

- Developed queries in MS Access for customers using state-of-the-art hardware.
- Developed expert level knowledge of MS Access, MS Excel, MS FrontPage, MS Word and Seagate Crystal Reports.
- Co-developed and updated the Database Marketing Services department's website.
- Acknowledged by manager as the fastest learning & most rapidly advancing co-op student.
- Co-developed a specialized 400 page information directory using Seagate Crystal Reports for internal use at Nortel Networks. This project required large amounts of data scrubbing, integrating numerous databases, and strategically designing the layout of the directory

**Technical Environment:** MS SQL Server, MS Excel, Access, Crystal Reports, Cluster, SAN, Dell Servers

### **Volunteering Experience**

#### **Freedom Advocacy Network**

2016 - Present

- Coordinating and facilitated weekly advocacy meetings with 300+ members with average attendance of 10–30 participants.
- Organizing guest speaker sessions and campaign brainstorming, leading initiatives such as #CeasefireNow, #DivestFromWarStocks, and [ByStandersNoMore.com](http://ByStandersNoMore.com) and many others.
- Managing communications by drafting and distributing weekly agendas and ensuring structured and effective discussions.

#### **Tech For Palestine**

2016 - Present

- Volunteered as cybersecurity specialist for multiple Tech For Palestine ([techforpalestine.org](http://techforpalestine.org)) projects
- Providing expert security guidance on infrastructure design, security, scalability

#### **Mentor @ Wasla Connect - <https://www.waslaconnect.com/>**

2025 - Present

- Mentoring displaced Palestinian IT professionals from Gaza and West Bank.
- Providing career planning, resume editing, LinkedIn profile review and interview preparation advice

#### **Mentor @ TRIEC Institute**

2016 - Present

- Mentoring new immigrants to Canada on best practices for attaining a job.
- Assisting mentees with resume editing, interview preparation and career planning.

#### **Mentor @ Times Change Women's Employment Service**

2018 - 2023

- Assisting mentees with career planning, certification advice, resume and job search best practices.

#### **Mentor and Founder @ AceTheInterview.com**

2010 - Present

- Authored the Ace The Interview ebook to assist IT professionals with interview best practices.
- Mentored over 200 professionals over a decade on resume best practices, interview preparation and career planning

#### **Activist and Song Writer @ [www.MinistryOfWoke.com](http://www.MinistryOfWoke.com)**

2016-Present

- Developed multiple forms of media (web, print, signage, etc.) to raise anti-war awareness within and outside Canada
- Co-wrote two songs with musician Josh Ballard @ballardaudio.co, and worked with two other freelance artists to release anti-war songs accompanied with [video on YouTube](#)

### **Education**

#### **University of Toronto**

2002 – 2007

**Honours Bachelor of Science**

• Psychology and Near Middle Eastern Studies

## LinkedIn Recommendations

### **Anmol Manchanda**

October 18, 2025, Anmol worked with Salman on the same team

I had the incredible privilege of working with Salman for a global initiative to improve quality of life in cities around the world. Salman worked as our AWS wizard and security lead for the project. It was wonderful to work with someone with such vast and diverse experience. The in-depth technical knowledge spanning multiple domains, ability to quickly adapt to new technologies and rigorous discipline made Salman a gift to work with. Salman is a very compassionate, empathetic, and moral person who made all meetings and interactions positive, fun and enjoyable. Salman's work ethic was unparalleled. The project was able to thrive and reach new heights in very measurable and meaningful ways that cannot be stated enough.

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### **Gaafar Abo Issa**

September 23, 2025, Gaafar worked with Salman but on different teams

I've had the pleasure of knowing Salman as someone who is genuinely committed and hardworking, always striving to reach the highest standards. His certifications and strong background in networking and cloud technologies highlight both his technical expertise and his dedication to continuous learning. He brings professionalism, reliability, and integrity to everything he does, making him a true asset in any environment.

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### **Sara Qasem**

September 21, 2025, Sara worked with Salman on the same team

I had the pleasure of working with Salman at SSC, and I can confidently say he is an exceptional professional. Salman consistently demonstrated deep technical knowledge, and his initiative in tackling complex challenges was impressive. He was always eager to collaborate, offering support and insights to teammates whenever needed. His positive attitude and teamwork skills made him a valuable asset to the team. I highly recommend Salman for any role that requires both expertise and a collaborative mindset.

### **Sandhya Rao, P.Eng., PMP**

September 22, 2022, Sandhya worked with Salman

Salman Naqvi is an extremely technically competent, extremely strong communicator with the enduring benefit of having network vision, people skills and the ability to span the depths of the networking world, the client business user space and the executive communication space. I've seen him enter a highly charged meeting of strongly opinionated experts in their fields expressing seemingly orthogonal concepts, and Salman unassumingly and with humour brought all the experts to a mutual understanding and to a collaboratively solutions-based progress and produced a viable network solution & plan on the spot. There are very few people who span the breadth and depth of spaces, communication, affability and wield the ability to map it out like Salman. I would highly recommend Salman to any project.

### **Thomas Fata**

June 9, 2022, Thomas managed Salman directly

Salman Naqvi is a professional, hardworking individual who is technically savvy, especially in networking. He has been involved with several large projects and initiatives, and was an integral part for their success. Each project involved a significant amount of collaboration, organization, and project management skills which Salman possessed. Salman was extremely reliable, and would be a valuable asset to any organization, and I would recommend him for any position he might be applying for.

### **Dan Dorion**

June 9, 2022, Dan was senior to Salman but didn't manage Salman directly

I had the pleasure of working directly with Salman during his time as a Network Engineering, serving the Shared Service Canada DND Account. Salman had to design, provide technical guidance with a calm patience and professional attitude. He was able to explain to our project managers and executives what technical problems were and how to fix them. Salman is an asset to any organization he choose to work for.

## Elie Darouze

June 8, 2022, Elie was senior to Salman but didn't manage Salman directly

Salman is a great resource , his commitment , knowledge and hard work was necessary to deliver on SSC WLM projects . Thank you Salman for your amazing work. Salman is a great resource , his commitment , knowledge and hard work was necessary to deliver on SSC WLM projects . Thank you Salman for your amazing work.

## Stuart Laubstein

May 27, 2022, Stuart worked with Salman but on different teams

Salman has a breadth and depth of experience that is unparalleled. He knows the technology but also is a great coworker, always happy to help. His attention to detail and work ethic helped us through two extremely challenging projects.

## Nav Chohan

April 4, 2022, Nav worked with Salman on the same team

Salman is an excellent Technical Architect and leader whom I have had the pleasure and opportunity to work with on high profile projects. Salman is well respected by his peers and a valuable contributor to the organization; he is results driven, a technology expert and focused on successfully delivering projects. He is detail-oriented, has strong work ethics and is constantly polishing his skills and challenging himself. A team player with leadership demeanours, he automatically improves the team's technical capacity through example and hard work. I would recommend Salman as an example to show others how to be a team player and he is great asset to any team.

## Daniel St-Amour

March 2, 2016, Salman worked with Daniel in the same group

I had the privilege to work with Salman on multiple projects during the past 2 years as part of the SSC Data Center Network Operations team.

Salman is a dedicated, passionate and strongly self-motivated individual who is clearly not afraid to think outside the box. He has in-depth knowledge and working experience in IT networking and has a keen interest about cutting edge technologies. He has without a doubt the key items to make an organisation move forward.

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J'ai eu le privilège de travailler avec Salman sur multiples projets au courant des deux dernières années pour le Centre d'opérations des centres de données de SPC. Salman est un individu dédié, passionné et fortement motivé et n'a clairement pas peur de penser en dehors des sentiers battus. Il a une vaste expérience de travail ainsi que des connaissances approfondies en réseautique informatique et il démontre un intérêt particulier sur les derniers développements technologiques. Il a sans contredit les items clefs pour faire avancer une organisation.

## Derik Matthews

February 29, 2016, Salman worked with Derik in the same group

Salman is very motivated and always finding ways to improve both himself and the technical environment he works in. A very good team player and strong mentor, a strong asset to the team from day one.

## Craig Gardner

June 22, 2012, Craig was senior to Salman but didn't manage directly

I worked with Salman on and off over his entire tenure at Blakes on various network related projects. Salman was always thinking outside the box looking for new solutions or different ways to do things. He was very well versed in alternative solutions/technologies for any project he worked on and was able to do his job as relates to these solutions and deploying them.

## Shawn Gregson

June 5, 2012, Shawn worked with Salman in different groups

Salman is very professional and an absolute wealth of knowledge. He is a true pleasure to work with and is an asset to any organization.

## Scott Sarty

June 5, 2012, Salman worked with Scott in the same group

Salman is diligent and detailed oriented. He is also thorough and tenacious when troubleshooting an issue. I have enjoyed working with him and learned much from him.

## Mendy Holtzman

April 18, 2012, Mendy worked with Salman but at different companies

It was my pleasure to work with Salman during the Airport Cisco Refresh in 2010. He is a detail oriented individual who enthusiastically pursued the root cause of all issues we encountered on this project. He stayed confident and relaxed under pressure, and created detailed communication reports in order to keep everyone in the loop.

## **Carol Dennis**

November 2, 2010, Carol was senior to Salman but didn't manage directly

Salman is a dedicated customer facing engineer who doesn't hesitate to dive into technical tasks with focus on customer value and satisfaction.

Salman exhibits natural leadership ability and is a strong team player. Salman is a asset to any team.

## **Regan Kerry**

June 8, 2010, Regan managed Salman directly

Salman has an incredible work ethic. He consistently exceeds expectations and thrives on new experiences. Salman has great potential and I wish him well in his career.

## **Steve Walker**

May 13, 2010, Steve worked with Salman in different groups

Salman is a highly motivated individual with well honed technical and interpersonal skills. He would be a valued asset to any organisation that hired him.

## **Ludlow Pryce**

April 14, 2010, Salman worked with Ludlow in the same group

Salman is a progressive person who manages technical issues with professionalism and is dedicated to providing solutions to any given problem. He is technically proficient and has excellent soft skills. He is the "go to" person for information and technical solutions. Because of his technical proficiency and soft skills, it is a pleasant experience when dealing with him. I am endorsing Salman for both his technical skills and his ability to communicate effectively in a business environment.

## **Ravneet Kaur**

April 2, 2010, Salman worked with Ravneet in the same group

Salman is the definition of integrity, honesty and superior customer service. His creativity, combined with his efficient nature has brought positive changes to Epik Networks such as implementing the FAQ knowledge base and multiple ticketing systems. Salman was also assigned to configure Cisco devices (2600, 3500 and 6500 series) for majority of my projects due to his reliable and meticulous nature. As a self motivated and ambitious individual, Salman excels at every project he handles. He has an innate ability to resolve any problem that is thrown at him in a calm and professional manner. As a team leader, he deals with emergencies, customer requests, managing Help Desk resources and projects all the while continuously improving his technical and leadership skills.

## **Ryan Werber**

March 31, 2010, Ryan was senior to Salman but didn't manage directly

We relied on Salman extensively to do training and documentation. He is a very competent when it comes to both designing and implementing processes and procedures. He will work well in any company. Being around him for over 2 years now, I have never seen him once get upset at a customer, nor anger anyone for that matter in any way.

## **Ahmed Malkawi**

March 17, 2010, Ahmed worked with Salman but at different companies

Salman is a highly pleasant individual with a professional demeanor. His altruistic nature towards my endeavors was very refreshing. He would be a great leader or a team member in any IT team

## **Yovana Russell**

October 5, 2009, Yovana was a client of Salman's

Salman provided me with great service. He projected great attention to detail. Problem solver and efficient. I would definitely would hire his services again.

## **Michael Vitullo**

September 10, 2009, Michael worked with Salman in different groups

Salman is a very reliable individual who is easy to approach when it comes to any customer issue, no matter how small or complex. I could trust him to work directly with customers to drive not only the correct solution, but also to complete it in a timely manner that satisfied customers. His determination to achieve both excellence and perfection is what sets him apart from others. He is a great asset to Epik Networks.

## **Tarrah Gledhill**

April 21, 2009, Tarrah worked with Salman in different groups

I have found Salman to be a detail oriented, helpful, courteous, people person with strong analytical and technical skills. I enjoyed working with him.

## **Alex Bata**

December 23, 2008, Alex managed Salman directly

Imagine your company running better. Imagine it leapfrogging the competition. How do you know you have the right talent to achieve greatness?

This gentleman can help you.

I place Salman Naqvi in my Top Ten people I have the pleasure of working with. He takes to technology as fish do to water, effortlessly. Without his assistance and diligence and in many cases ingenuity, many mundane tasks to most, projects to some and grand schemes to others could never have come to fruition.

I will always seek Salman out in the future to entice him into future working opportunities with me, for me or who knows, I for him.

## **Wes Moon**

December 5, 2008, Wes was senior to Salman but didn't manage directly

Salman is always looking for ways to make processes more efficient and cost-effective using technology creatively. In particular, his work on creating training videos helped develop student callers skills quickly, effectively, speeding the training process, and greatly improving net results.