

# Aarush Pahuja

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## PROFESSIONAL SUMMARY:

Versatile IT Support Specialist with hands-on experience deploying and maintaining enterprise and industrial IT systems, including SAP-integrated platforms and Windows-based plant floor devices. Currently pursuing a BSc in Computer Science with deep interest in infrastructure, field support, and automation.

## RELEVANT EXPERIENCE

### IT Infrastructure Specialist & Bilingual Omni-Channel Specialist

DHL Express Canada – Brampton, ON | Aug 2023 – Sep 2024

- ❖ Deployed and imaged end-user devices across multiple DHL sites using standardized provisioning workflows
- ❖ Provided Tier 2 support for SAP-integrated hardware, enterprise software, and Windows systems
- ❖ Assisted with Cisco switch and AP configurations during network upgrade phases
- ❖ Created and maintained technical documentation, asset inventories, and recovery reports
- ❖ Collaborated with vendors and internal departments for IT rollout coordination and user onboarding
- ❖ Provided bilingual tech support (EN/FR) via phone, chat, and remote sessions

### Warehouse Optimization Specialist

Universal Field Supplies - The Arborist Store – Mississauga, ON | Apr 2021

- ❖ Deployed barcode scanning systems to enhance inventory accuracy in a warehouse setting
- ❖ Integrated inventory workflows with Salesforce for streamlined order fulfillment
- ❖ Simulated OT/IT convergence use cases similar to industrial plant environments
- ❖ Trained staff on hardware usage and optimized on-floor technical workflows

### Full Stack Developer

Red Trait Ventures – Oakville, ON | Feb 2023 – May 2023

- ❖ Maintained Azure-hosted apps and domain infrastructure
- ❖ Updated and deployed websites using WordPress and custom scripts
- ❖ Provided IT support for both internal development environments and external hardware

## TECHNICAL SKILLS

**Languages:** JavaScript, Java, Python, HTML, CSS, C, PHP

**Frameworks:** Node.js, React, Express, .NET

**Tools:** PowerShell, Git, Docker, REST APIs, Azure

**Systems:** Windows, SAP GUI, Salesforce, WordPress

**Networking:** Cisco switch/AP basics, VLANs, device hardening

**Cybersecurity:** Windows hardening, BitLocker, GPO, audit policy

## TECHNICAL PROJECTS

### PharmaTrack (In Development):

Inventory & Sales Management Application.

- ❖ Designed a cloud-based inventory and billing platform for pharmacies.
- ❖ Includes POS integration, role-based access, offline billing modes, and barcode scanning for managing large inventories.

**Used:** Node.js, React, Sequelize, MySQL, Azure Web App Services, SQLite

### Client Websites (Freelance Projects):

- ❖ [robinrawandsupplies.ca](https://robinrawandsupplies.ca) – Pet supply eCommerce platform
- ❖ [restlessera.com](https://restlessera.com) – Inventory-managed reseller portal
- ❖ [nucleussportsgroup.com](https://nucleussportsgroup.com) – Sports team booking platform
- ❖ [stealthmq.wordpress.com](https://stealthmq.wordpress.com) – Videography agency site

### Windows IPC Hardening Toolkit – Cybersecurity Simulation (2025)

Simulated secure deployment of a Windows-based industrial PC (IPC) for SAP/Kronos environments.

- ❖ PowerShell script disables USB, RDP, and unnecessary services
  - ❖ Enforces strong password policy and enables BitLocker encryption
  - ❖ Audit logging and documentation created to simulate NIST/IEC-compliant device rollout
- Used: PowerShell, Windows 10, security policy configs

## EDUCATION

**BSc. Computer Science** – Wilfrid Laurier University, Waterloo, ON

*In Progress (2022–2026)*