DEEP SHAH

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OBJECTIVE

Experienced IT leader with over six years of success in cloud infrastructure, cybersecurity, and enterprise systems management. Adept at leading cross-functional teams, delivering secure and scalable digital solutions, and advising on IM/IT strategies that align with organizational goals. I am seeking to contribute to Immigration, Refugees and Citizenship Canada (IRCC) as a Team Lead or Technical Advisor, where I can leverage my expertise in Microsoft Azure, security operations, process automation, and cloud service management to support service excellence, digital transformation, and the department's commitment to client-focused innovation in a hybrid and inclusive federal environment.

EDUCATION

Mohawk College, Hamilton, ON   January 2018 – May 2020
Diploma in Computer Systems Technician – Network Systems

VPMP Polytechnic, India   August 2014 – May 2017
Diploma in Computer Engineering

SKILLS

Microsoft Azure: Azure Sentinel, Azure AD, Azure B2C, Virtual Machines, Storage, DNS Zones, Virtual WAN, PiM, Bastion, Arc, Enterprise Apps, SSO
Cybersecurity: SIEM, Incident Response, Microsoft Defender (Endpoint, Identity, O365, Cloud Apps), Defender ATP
Endpoint Management: Intune, Windows Autopilot, Android/Apple Zero-touch
Firewall Networking: FortiGate, VLAN, IP Subnetting, ACLs, Cisco Meraki
Scripting: PowerShell, Bash, Python
Virtualization: VMware ESXi

EXPERIENCE

Azure Lead / Network Analyst   Oct 2024 – Present
Canadian Bankers Association – Toronto, ON

- Led AVD migration from VMware, cutting hardware costs by 40%.
- Deployed DNS filtering (Conceal) and FSLogix for profile management.
- Built hybrid cloud infra (Azure/M365), aligned with NIST security.
- Rolled out Microsoft Defender Sentinel, replacing legacy EDR.
- Developed Power Automate workflows for business processes.
- Oversaw governance and secure implementation of AI solutions.

Senior System Administrator   Aug 2022 – Oct 2024
Wakefield Canada Inc. – Toronto, ON

- Streamlined Intune deployment for 500+ Windows, iOS, Android devices.
- Reduced vulnerabilities by 40% via proactive patching.
- Trained teams on DR, improving RTO by 20%.

- Managed 1000+ user accounts (AD, Azure AD, VMware).

- Boosted O365 efficiency by 20%, administered FortiGate and Meraki.

- Built CI/CD pipelines in Azure DevOps.

- Improved threat response using Microsoft Sentinel Defender.

IT System Analyst Nov 2021 – Aug 2022

OpenText – Waterloo, ON

- Achieved 95% first-contact resolution for IT incidents.

- Managed macOS via JAMF PRO, reduced incident rates by 20%.

- Deployed Windows systems via SCCM.

- Authored and maintained IT knowledge base.

IT Helpdesk Technician Jul 2020 – Oct 2021

St. Catharines Public Library – St. Catharines, ON

- Resolved 100+ IT issues weekly with 98% user satisfaction.

- Maintained asset logs and repaired desktop hardware.

- Administered Office 365 and Active Directory accounts.

PROJECTS

Azure Virtual Desktop Migration (CBA): Replaced VMware with AVD, reduced infra costs by 40%.

AI Automation Workflows (CBA): Built Power Automate flows for HR & ops.

Windows Autopilot (Wakefield): Cut deployment time by 30%, standardized device provisioning.

Zero-Touch Deployment (Wakefield): Rolled out Android/iOS via Knox and Apple Business Manager.

Mulesoft Integration (Wakefield): Migrated from Boomi, improved SSO and flow by 20%.

Azure AD B2C Integration (Wakefield): Strengthened authentication framework; in QA phase.

CERTIFICATIONS

Microsoft Certified: Azure Administrator Associate (AZ-104), 2024

Microsoft Certified: Windows Server Hybrid Administrator Associate (AZ-800), 2025

ISC2 Certified in Cybersecurity, 2023

Google IT Support Professional, 2022