

Vivaswaan Ghanshyambhai Sanghani

0470578691 | sanghaniviv@gmail.com | Sydney, NSW

<https://vportfolio-amber.vercel.app> | [linkedin.com/vivaswaan491](https://www.linkedin.com/in/vivaswaan491) | github.com/DragonJ21

Professional Summary

I'm an Information Technology Analyst with a strong foundation in development, backed by a degree from the University of Technology Sydney and hands-on experience across support, web development, and systems analysis. Over the years, I've helped businesses streamline their operations by identifying technology gaps, delivering practical solutions, and supporting users through both technical issues and digital transformation initiatives. With a solid understanding of cloud platforms, databases, and system integration, I enjoy working at the intersection of people and technology—solving problems, improving processes, and helping teams work smarter. I'm known for being adaptable, collaborative, and always eager to learn and grow with each project.

Skills

Technical Skills

- **Systems & Business Analysis:** Skilled in gathering and translating business requirements into technical specifications.
- **Database Management:** Proficient in SQL for querying and reporting.
- **Programming:** Experienced in HTML, JavaScript, Python, and Java.
- **Cloud Platforms:** Proficient in Microsoft Azure and AWS for infrastructure and identity management.
- **Data Analysis & Reporting:** Competent with GA, Excel, and data visualization tools to derive actionable insights.
- **API Integration:** Experienced in REST API development and third-party API integration.
- **Web Technologies:** Familiar with React, Angular, and various CMS platforms.
- **System Documentation & Testing:** Skilled in creating process documentation and conducting UAT.
- **Version Control:** Proficient in Git and GitHub/GitLab.
- **Security & Compliance:** Knowledge of access control, threat monitoring, and IT governance policies.

Soft Skills

Analytical Thinking | Technical Communication | Cross-Team Collaboration | Stakeholder Engagement | Agile Methodologies | Critical Problem-Solving | Attention to Detail | Project Coordination | Adaptability

Experience

Information Technology Analyst

MetaByte Tech | Sydney, NSW | **Nov 2023 – Current**

- Partnered with stakeholders to analyse business processes and translate needs into IT solutions.
- Created documentation and workflows for system enhancements and new software integrations.
- Conducted gap analyses and advised on digital transformation strategies for internal systems.

- Provided Level 1 and 2 IT support, resolving issues across applications, devices, and network systems.
- Developed and maintained REST APIs to enable cross-platform data sharing.
- Produced GA dashboards and analytical reports to drive decision-making and monitor KPIs.
- Supported UAT planning, execution, and feedback collection to ensure high-quality deployments.

Web Analyst and Support Analyst

WhistleOut Australia | Sydney, NSW | Oct 2022 – Nov 2023

- Designed interactive network coverage maps using MapBox SDKs.
- Optimized website infrastructure and security using Cloudflare and automated threat responses.
- Developed CMS enhancements and internal support tools to improve publishing workflows.
- Provided technical support and Azure Active Directory user access management.
- Maintained IT hardware and software across multiple departments.

IT Support Analyst

NSW Department of Education | Bathurst, NSW | Jan 2022 – Oct 2022

- Provided technical troubleshooting for users across departments and schools.
- Delivered staff training to reduce helpdesk tickets and improve system literacy.
- Managed regular maintenance, updates, and backups for departmental systems.

Junior System Administrator

Western NSW LHD | Orange, NSW | Oct 2021 – Dec 2021

- Supported organization-wide Windows upgrades and performed system compatibility testing.
- Created end-user documentation and conducted onboarding sessions.

Education

Bachelor of Science in Information Technology

University of Technology Sydney | Feb 2022

- Major: Networking and Cybersecurity
- Sub-Major: Business Information Systems Management
- Key Courses: Cybersecurity, Data Analytics, Network Management, DB Fundamentals

Diploma of Information Technology

UTS Insearch (UTS College) | Jun 2019

- Focus: Applications Programming, Business Requirements Modelling

Languages

- English: Native
- Cantonese: Professional Proficiency