

RITVIK ROY

Dayton, NJ 08810 | rvr45@scarletmail.rutgers.edu | (973)-668-8186

LinkedIn: linkedin.com/in/ritvikvroy | <https://github.com/RitvikRRy>

EDUCATION

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY

Rutgers Business School- Newark, NJ

2024- Present

Information Technology and Analytics

EXPERIENCE

Computer and Information Services (OCIS) Kean University- Union, NJ

2022 - 2024

Desktop Support

- Provided technical support for 13,000+ users including students, staff, and campus residents handling device repair, software/hardware installation, and troubleshooting across Windows/macOS environments
- Performed computer reimagine, hardware replacements (RAM, graphics cards, hard drives), and system rollouts for campus desktops and laptops to maintain operational readiness
- Drafted a step-by-step computer imaging guide to streamline onboarding for new hires and student workers, enhancing efficiency and reducing setup time
- Led a team of 4 in refurbishing 30+ decommissioned laptops for student workers in desktop support and helpdesk
- Built a hard drive sanitization box utilizing ShredOS, and authored setup and usage documentation for internal deployment, reducing a need for third party services
- Utilized FreshService to manage over 150+ IT tickets, assigning priorities, documenting resolutions, collaborating with multiple departments to resolve complex requests, customer service and ensuring timely closure with minimal escalation

Resilience Inc | 4103 USF- Tampa, FL

2023 - 2024

Staff & Helpdesk Manager

- Designed and implemented an automated ticketing system using Tines, integrating Discord and Google Spreadsheet API to streamline issue tracking and team collaboration
- Established a dedicated helpdesk team and delegated responsibilities to efficiently resolve internal technical issues
- Managed and supervised helpdesk staff, ensuring timely resolution of support tickets and maintaining high service quality standards

DRSA USA | 1190- Somerset, NJ

2015 - 2021

Web Master

- Designed and maintained a high-traffic WordPress site, integrating secure **PayPal API** payment gateways and event management tools to boost user engagement and revenue
- Optimized site performance and usability for event-driven content, managing photo/video galleries and real-time event updates

Projects

- Deepfake Detection AI: Developed and evaluated multiple machine learning models (Neural Network, SVM, Random Forest, Xception) for detecting fake images using the CIFAKE dataset; achieved up to 88.55% accuracy
- Music Bot: Created a Discord bot that plays YouTube videos with no ads, utilizing both Google and Discord's API using Python and hosting it using Docker
- AWS VPN Server: Deployed OpenVPN on a free-tier AWS EC2 instance. Generated TLS certificates, configured iptables and security groups, enabled IP forwarding, and verified secure, encrypted remote access
- Dance Class Website: Configured a linux server to host a MYSQL database using UBUNTU

CERTIFICATION

Microsoft Certified: Azure Fundamentals

SKILLS & ABILITIES

Programming Languages: Python, Java, MYSQL, HTML5 & JavaScript

Web Development: WordPress

Cloud Services: AWS & Azure

Virtual Machines: Hyper-V, VirtualBox