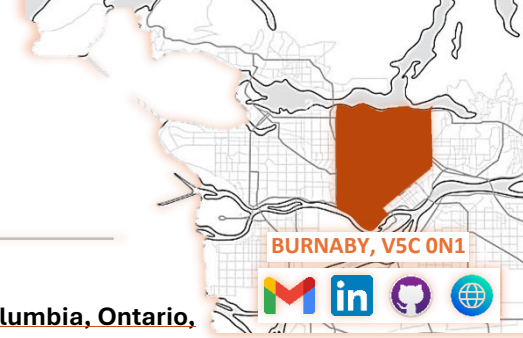# Vibhu Dikshit

Infrastructure-first IT Specialist & M365 Admin - I turn messy networks into labeled, measurable systems, MSP-grade rollouts, tidy racks, zero-drama support.

BURNABY, V5C 0N1

Professional Summary

MSP-seasoned IT Infrastructure Analyst with **3+ years** of field experience across **British Columbia, Ontario,** and **Alberta**. Expertise spans first-visit audits, rack/cabinet standardization, AP planning, enterprise hardware deployment, structured networking, endpoint support, and Microsoft 365/Entra administration. Built a 6-hour "First-Visit Pack" now adopted across **First Visits,** standardizing audits and documentation. Reduced recurring **tickets 30%** and boosted Wi-Fi throughput **40% via AP placement**, cabling remediation, and rack cleanup. Removed 100+ unmanaged desk switches and deployed **500+ labeled data drops**, increasing LAN performance and stability. Skilled in **Cisco switch** setup, **Wi-Fi AP** deployments, firewall configurations, PowerShell scripting, Intune policy enforcement, and Azure AD management for **multi-tier setup** with **600+ employees** at Archway. Proven success supporting **Fortune 500** and enterprise clients including Tesla, JD Sports, Bell, Sun Life, Sephora, BrokerLink, and ADP through complex rollouts, structured cabling, and infrastructure modernization.

Core Skills & Tools

IT & NETWORKING
Cisco Switch Configuration (basic–intermediate), VLANs, DHCP, DNS, VPN Setup
Structured Cabling (Cat6, Patch Panels, RJ45), Rack Mounting, PoE Devices, Wireless Aps
Palo Alto (exposure), Sophos Firewall

SYSTEM ADMIN
Windows Server 2019, Active Directory, Azure AD, GPOs, OU Structuring, Intune, Imaging & Deployment, Remote Wipe, Security Policies, SharePoint, Exchange Online, M365 Admin

CLOUD ADMIN
Microsoft 365 Admin, Google Workspace, AWS EC2/IAM (basic), Project Management, Trello, Notion, JIRA, Slack

TARGET ROLES
IT Support Executive
IT Support Specialist
System Administrator
IT Infrastructure Analyst
Technical Support Analyst

SUPPORT & TOOLS
RMM & Remote Access, Datto RMM, Autotask, RDP, AnyDesk, TeamViewer
Ticketing & Documentation (SOP creation, audits, client reporting)
Device Provisioning, Printer/Scanner Troubleshooting
IT Infrastructure Design, Onsite Assessments & Consultations

DEVELOPMENT
Frontend Dev, React.js, HTML5, CSS3, JavaScript, Tailwind CSS
Backend: FastAPI, MongoDB, Firebase Hosting, Git/GitHub, VS Code, Docker (basic), GitHub Actions

Experiences

On-Site IT Executive   *Unio Tech Solutions – Vancouver, BC (Multi-City Canada)(Jun 2025 – Present)*

- **S**ole field IT executive for BC (2-person unit), supporting institutional, commercial, executive, and government clients across BC/Ontario/Alberta; acted as HQ's "eyes & ears & feet" for acquisitions and rollouts.
- **D**elivered first site visits with Inventory, Network and Tech audits with 6-hour turnaround for <20-workstation offices.
- **C**onsolidated fragmented networks: 100+ unmanaged desk switches removed, 500+ labeled data drops deployed, 100+ racks standardized into secure, lockable cabinets with labeling conventions.
- **B**oosted performance with structured remediation: Wi-Fi throughput +40%, LAN speeds +30% through AP planning, channel placement, cabling cleanup, and firewall path corrections.
- **V**erified ~90% devices for Windows updates, AV, Qualys, CrowdStrike; instituted evidence-based reports (logs, screenshots).
- **R**educed recurring tickets by 30% post-remediation and SOP hand-off to client IT teams.
- **P**roduced a repeatable "First-Visit Pack" now adopted HQ-wide, combining inventory → risk map → remediation plan.
- **S**upported high-profile clients including Intact, Bell, Sephora, ADP, Snapchat, covering 13+ BC offices, ON & AB.

IT Analyst Intern   *Archway Community Services – Abbotsford, BC (Feb 2025 – Jun 2025)*

- **D**elivered Tier 1 & 2 support to 600+ employee staff daily using Autotask + Datto RMM; maintained <1h ticket resolution.
- **A**dministered the Microsoft 365/Entra stack (Azure AD, Intune, Exchange, SharePoint, Defender, Teams); led MFA rollout (80% adoption) and enforced Intune policies, resulting in zero compromised logins.
- **D**eployed & imaged 100+ Windows 10/11 workstations under Server 2019 OU/GPO, 30% less time with standard checklists.
- **A**uthored SOPs, guides, and workflows; 30% less escalations and accelerated onboarding from 2 weeks to 5 days.
- **R**esolved 35% of tickets remotely via RMM tools, improving uptime across multiple offices; supported VPNs, mapped drives, printers, cloud storage, and Sophos firewalls.
- **A**ssisted with SharePoint departmental migrations and delivered end-user training to ensure smooth IT transitions.

IT Infrastructure Analyst   *Arini Data Services – Abbotsford, BC (Mar 2024 – Mar 2025)*

- **I**nstalled and certified 10,000+ meters of Cat6/Cat6e structured cabling with Fluke compliance tests; delivered enterprise-grade throughput and reliability across 5 client sites.
- **D**esigned and mounted 20+ secure network racks (patch panels, firewalls, servers) with labeling systems and compliance documentation, improving scalability and serviceability.
- **D**eployed and configured 200+ devices (POS, APs, IP cameras, access control, Samsung display modules) for Tesla and JD Sports retail sites, ensuring day-one operational readiness.
- **D**elivered uniform retail display setups for Tesla, reducing deployment time, improving reliability of nationwide ad campaigns.
- **D**eveloped internal React.js/MongoDB tools for inventory, ticket tracking, cutting errors by 40% and streamlined operations.
- **C**oordinated with contractors, electricians, and client IT teams; trained staff on POS, display, and access systems, reducing follow-up support calls.

Technical Operations Supervisor   *Veerji's Haweli – Abbotsford, BC (Nov 2023 – Nov 2024)*

- **S**upervised 10+ staff per shift across a multi-department restaurant/events business; managed scheduling, payroll inputs, and compliance workflows.
- **A**chieved 99% uptime for POS systems (Ranger → Clover migration), printers, order servers, routers, Wi-Fi APs, and CCTV.
- **T**rained staff on customer service and basic POS troubleshooting, reducing escalations by 50% and improving redundancy.
- **M**igrated manual scheduling and inventory processes to digitalised processes, streamlined payroll and procurement accuracy.
- **C**oordinated event logistics and tech setups (mobile POS, AV, temporary networks) for weddings, festivals, and corporate bookings, ensuring seamless customer experiences.
- **E**nsured compliance with WorkSafe BC, food safety, and hygiene audits, passing bi-monthly inspections without issue.
- **M**aintained a 4.3/5 Google review score across customer reviews through reliable operations and escalation handling.

Digital Operations Assistant (Intern) *Coli Spaces India (Apr 2023 – Jun 2023)*

- **D**eveloped a Flutter app for internal workflow/inventory tracking.
- **B**uilt React + FastAPI prototypes with Firebase Hosting for dashboards.
- **S**upported vendor automation workflows, reducing manual effort 15%.
- **I**mproved social media reach 40% through analytics-driven campaigns.

Web Developer Intern *RAJ Speed Honda, India (Sep 2019 – Mar 2020)*

- **L**aunched dealership's first responsive website (HTML/CSS/JS/PHP/MySQL).
- **B**oosted organic traffic 60% in 3 months with SEO + Google Analytics.
- **D**esigned official brand identity (logo, content, visuals) aligned with local market.
- **B**uilt inquiry workflows that increased customer leads digitally.

Web Developer (Part-Time) *Asia Jaunt, India (Jun 2019 – Aug 2019)*

- **B**uilt and deployed a multi-page Next.js + Tailwind CSS travel website.
- **E**xecuted SEO strategy, tripling search visibility and boosting lead capture 40% via Firebase forms.
- **I**ntegrated analytics + conversion tracking to optimize booking funnels.

Customer Support Executive *Paytm, India (Apr 2019 – Jun 2019)*

- **D**elivered Tier-1 support (voice, chat, email), resolving 95% of tickets within SLA.
- **C**ontributed to customer education redesign, reducing repeat queries.
- **I**mproved KB UX with HTML/CSS/JS tweaks, enabling smoother self-service.
- **F**ed structured feedback reports into product teams for app/service improvements.

Bachelor of Computer Information Systems
University of the Fraser Valley – Abbotsford, BC
Sep 2021 – 2025 | GPA: 3.7/4.33
  - **D**ean's List (4 terms)
  - **H**ackathon 3.0 Runner-Up
  - **A**cademic Planning Committee Member

Intermediate in Mathematics and Computer Science
Delhi Public School – India
May 2018 | CGPA: 9/10
  - **N**ational Children Science Congress
  - **N**ational Talent Search Exam
  - **S**tudent Council House Captain

- Cisco CCNA (200-301) | In Progress
- Microsoft Azure Administrator (AZ-104) | In Progress
- Google IT Support Professional Certificate (2025)
- Microsoft Cybersecurity Fundamentals (2024)
- Web Scraping with Python (2024)
- Java SE 7 Programmer II (Oracle) (2023)
- React.js Developer (2023)
- Google Technical Support
- Fundamentals (2023)
- HackerRank Problem Solving (Basic) (2023)

Projects

MusicPad (Browser-Based Audio Sampler)
- **E**ngineered a browser-based music pad with 28 mapped .wav samples, using Vanilla JS, jQuery, HTML5 Audio, and Web Audio API for real-time triggering and polyphonic playback.
- **I**mplemented a recording module (TrackRecorder) capturing keydown/keyup events with millisecond precision; enabled looped playback via LoopPlayer for layering and practice.
- **B**uilt an export pipeline with OfflineAudioContext to render performances to WAV, adding a graceful fallback generator to guarantee downloadable output.
- **O**ptimized with sample preloading, Audio node cloning for polyphony, and adaptive particles.js rendering on low-end devices.
- **A**rchitected a modular, framework-free front-end (AudioManager, MusicPadUI, AudioExporter) enabling extensibility for quantization, multi-track support, and future mic recording.

Digitalization of Raj Speed Honda (Systems Blueprint + Website Launch)
- **L**ed full systems analysis (requirements, DFDs L0–L2, use cases, data dictionary, WBS/Gantt, feasibility) for a dealership's digital transformation roadmap, budgeting ₹50L (~$60K) with ~1.5-yr payback and NPV ≈ ₹38.7L @10%.
- **D**eployed the dealership's first responsive website (HTML5/CSS/JS/Bootstrap, PHP/MySQL, WordPress updates) with Google Analytics + SEO, driving +60% organic traffic in 3 months.
- **D**rafted a transformation plan for integrated Inventory, Sales/CRM, Logistics, and Finance modules.
- **B**uilt brand identity kit tailored to local market language, enabling first digital lead capture through forms/CTA flows.
- **P**roduced comprehensive process artifacts (SOW, feasibility studies), bridging business analysis + technical delivery.

Webly – UI/UX Portfolio Prototype
- **E**ngineered a glassmorphism portfolio site with mobile-first responsive layouts using HTML5, CSS3 (grid, CSS variables), and Vanilla JS (ES modules, IntersectionObserver).
- **D**eveloped micro-interactions (animations, 3D tilt with VanillaTilt) to enhance engagement without heavy frameworks.
- **O**ptimized performance, responsiveness, font/image preloading, deferred JS bundling, debounced/throttled event handlers.
- **I**mplemented accessible navigation with ARIA-labeled icons, semantic HTML, and contrast-aware color palette.
- **B**uilt a maintainable front-end delivery pipeline with Webpack 5 and modular src/ structure.

Billing Management System (BMS) – Freelance Developer | *CDAP-funded Canadian SME*
- **L**ed UI/UX design and Next.js implementation of a production-used billing system.
- **I**ntegrated Java REST services into a Next.js front end; implemented TypeScript models, validation for safer CRUD operations.
- **B**uilt searchable/sortable data tables, consistent add/edit flows, print/export functions to streamline management.
- **E**stablished a modular structure (addressbook, invoicebook) and log-capture hooks, setup for audit trails and RBAC.
- **D**elivered a maintainable system that improved lookup speed, onboarding, and CDAP compliance.

MiRo-E Robot Emotion Detection (Research Project) — UFV Community Health & Social Innovation

- **I**ntegrated a BERT NLP model with TensorFlow to enable real-time emotion recognition on MiRo-E companion robot.
- **D**esigned a low-latency inference pipeline (audio/text → preprocessing → embeddings → classification → robotic response) optimized for constrained hardware.
- **A**chieved ~82% classification accuracy across 5 affect categories (happy, sad, neutral, anxious, angry).
- **D**elivered live demos at UFV Open House, where 200+ attendees interacted with MiRo-E's emotion-aware behaviors.
- **C**ollaborated with a 6-person interdisciplinary team under Prof. Amir Shabani, focusing on affective computing, privacy, and empathetic robotics for senior and child care use cases.

Prognosys — Personalized Nutrition from Biomarkers

- **D**eveloped a two-model pipeline that transforms 30+ blood biomarkers into personalized nutrition insights and meal plans.
- **B**uilt a Python backend (health_analyzer.py, health_insights_generator.py, api.py) integrating NHANES dataset, USDA API, and Spoonacular API for biomarker interpretation and nutrition planning.
- **D**elivered a working web prototype with manual/PDF lab input, preference-aware diet generation, and grocery list exports.
- **C**reated a Next.js product site and investor pitch deck, positioning Prognosys in personalized nutrition market (15.8% CAGR).
- **E**stablished a closed-loop system (Labs → Meals → Adherence → Better Labs) highlighting scalability toward wearable integration and predictive analytics.

Nebula-Portal — Immersive Landing Page (Hackathon 2025)

- **B**uilt an immersive landing page using Next.js 13, React 18, and Tailwind CSS, integrating Three.js + React Three Fiber for 3D nebula rendering with particle systems and shaders.
- **I**mplemented GSAP timeline animations, Framer Motion micro-interactions, and cursor/parallax effects for responsive, performance-aware storytelling.
- **O**ptimized performance via lazy loading, code-splitting, and compression, ensuring smooth 3D/2D blending across devices.
- **D**eployed a production-ready, accessible build on Vercel, praised for seamless integration of 3D visuals with lightweight UI.
- **D**emonstrated advanced animation and visualization techniques under hackathon constraints, reinforcing ability to deliver polished, creative frontend systems.

Fractal-Gallery (Fractal Nexus) — Interactive Mathematical Art

- **B**uilt an interactive 3D math-art gallery with Three.js, WebGL, and Vanilla JS, rendering real-time visualizations of Clifford attractors, wave interference, and 4D hypercubes.
- **D**esigned a cyberpunk/Tron aesthetic with neon glows, grid backdrops, and glassmorphism for engaging, accessible UI.
- **I**mplemented sliders, orbital camera controls, and randomization features, enabling users to manipulate fractals dynamically.
- **O**ptimized performance with shader tuning and adaptive detail scaling, ensuring smooth interaction across devices.
- **O**rganized into modular JS architecture (patterns_data.js, visualizations.js, app.js) for scalability and maintainability.

References

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