

VIBHU DIKSHIT

System Admin & IT Infrastructure Specialist

Bridging the gap between Physical Infrastructure and Digital Operations

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LinkedIn | GitHub | Portfolio



Professional Summary

Results-driven IT Systems Administrator with 3+ years of experience

managing complex environments for Tesla, Sun Life, and Archway Community Services. Expert in modernizing legacy operations, demonstrated by the creation of the proprietary "First-Visit Pack" audit protocol which reduced recurring ticket volume by **30%**. Specialized in Microsoft 365 administration (Intune/Entra ID), automated asset management (React/Python), and transitioning chaotic field environments into standardized corporate systems.

Target Roles

IT Support Specialist -
System Administrator -
IT Infrastructure Analyst -
Technical Support Analyst -
System Analyst -

Key Impact Highlights

- Process Engineering:** Authored the "First-Visit Pack" (Inventory → Risk Map → Remediation), a protocol now adopted HQ-wide for new client acquisitions.
- Security Enforcement:** Led a massive Multi-Factor Authentication (MFA) rollout (80% adoption in 4 months) and enforced Intune compliance, resulting in **zero compromised logins**.
- Efficiency:** Modernized workstation onboarding via Server 2019 imaging, cutting device setup time by **30% (from 2 weeks to 5 days)**.

Core Technical Competencies

- Cloud & Identity:** Microsoft 365 Admin, Azure AD (Entra), Intune MDM, Exchange Online, MFA Implementation, Conditional Access Policies.
- Systems Administration:** Windows Server 2019, Group Policy (GPO), Active Directory, PowerShell Scripting, RMM Tools (Datto/Autotask).
- Networking:** Cisco Switching (VLANs, STP), Meraki, Firewall Config (Sophos/Palo Alto), Wi-Fi Heatmapping & Optimization.
- Internal Tooling:** React.js, Next.js, TypeScript, MongoDB, Python (Automation Scripts)

Professional Experience

UNIO TECH SOLUTIONS

Vancouver, BC (Field Operations)

Lead IT Infrastructure Specialist

Jun 2025 – Present

"Serving as the primary technical lead for British Columbia, providing "White Glove" infrastructure support for enterprise clients including Sun Life Financial and Cassels LLP."

- Strategic Remediation:** Orchestrated the clean-up of fragmented networks across 13+ sites; identified and replaced 100+ unmanaged switches with managed enterprise hardware, improving LAN stability by 30%.
- Audit Standardization:** Developed a standardized site audit methodology to capture user issues and network risks within a 6-hour SLA, ensuring consistent documentation for HQ.
- Wireless Optimization:** Executed Wi-Fi optimization projects involving heatmap analysis and AP placement, resulting in a 40% increase in throughput for high-density office environments.
- Asset Governance:** Managed large-scale IT asset disposition (ITAD) projects, ensuring secure data wiping and environmental compliance for 500+ endpoints.

ARCHWAY COMMUNITY SERVICES

Abbotsford, BC

IT Systems Analyst (Contract)

Feb 2025 – Jun 2025

“Delivered Tier 2/3 operational support and cloud administration for a user base of 600+ staff in a non-profit environment.”

- **Identity Management (IAM):** Administered the full Microsoft 365 stack (Exchange, Teams, SharePoint), managing user access, permissions, and departmental migrations.
- **SOP & Knowledge Base:** Authored comprehensive SOPs and KB articles that reduced ticket escalations by 30% and improved Tier 1 resolution rates.
- **Remote Administration:** Resolved 35% of tickets remotely via RMM tools, managing VPNs, mapped drives, and Sophos firewalls to ensure uptime across distributed offices.

ARINI DATA SERVICES

Abbotsford, BC

IT Infrastructure Technician

Mar 2024 – Mar 2025

“Managed physical infrastructure projects and retail technology deployments for major clients including Tesla and JD Sports.”

- **Internal Tool Development:** Developed a custom inventory tracking tool using **React.js & MongoDB**, which reduced asset tracking errors by 40% and streamlined procurement workflows.
- **Retail Tech Deployment:** Configured and deployed 200+ IoT and POS devices for Tesla retail sites, ensuring 100% Day-One operational readiness.

VEERJI'S HAWELI

Abbotsford, BC

Technical Operations Supervisor

Nov 2023 – Nov 2024

“Oversaw operational technology and staff workflows for a high-volume hospitality business.”

- **Systems Uptime:** Achieved 99% uptime for critical POS systems (Clover Migration) and Wi-Fi networks by implementing redundancy protocols.
- **Leadership:** Supervised a team of 10+ staff, managing scheduling and operational compliance.

Core Skills & Tools**System Admin**

Windows 10/11
Windows Server 2019
Active Dir., Azure AD
GPO, OU Structuring
Microsoft Intune
SharePoint, Exchange
Endpoint Security
Remote Wipe
Imaging & Deployment

Networking

Cisco Switch Configuration
Structured Cabling
Cat6, Patch Panels, RJ45
Rack Mounting
PoE Devices, Wireless APs
Palo Alto, Sophos Firewall
DHCP, DNS, VPN Setup
VLAN Management

IT Support & Tools

Datto RMM, ServiceNow
Autotask, RDP, SLA
AnyDesk, TeamViewer
Device Provisioning
Printer/Scanner
Troubleshooting
Ticket, Document & SOP

Dev & Tools

React.js, FastAPI
MongoDB, Python, Firebase
Git, GitHub, VS Code
HTML5, CSS3, JavaScript

Cloud & Collaboration

MS 365 Admin Center
Google Workspace
AWS EC2/IAM (Basic)
Docker (Basic)
GitHub Actions
Trello, Notion, JIRA, Slack

Education

Bachelor of Computer Information Systems

University of the Fraser Valley – Abbotsford, BC

Sep 2021 – 2025

- GPA: 3.7 / 4.33

- Hackathon 3.0 | Academic Planning Committee

Awards & Achievements

- Academic Dean's List – 4 Semesters
- Selected for UFV Research Grant Program on Robotics & AI (2023)

Certifications

- 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
- Technical Support Fundamentals (Google) | 2023
- Problem Solving (Basic) – HackerRank | 2023
- Cybersecurity Awareness (PMI) | 2023

Projects

Prognosys — Personalized Nutrition from Biomarkers

- Built a two-model pipeline (biomarker analysis → dietary recommendation) converting 30+ blood markers into personalized 7-day meal plans with grocery lists.
- Implemented a Python backend (health_analyzer.py, health_insights_generator.py, api.py) integrating NHANES, USDA, Spoonacular for evidence-based nutrition.
- Shipped a working web prototype: manual/PDF lab input, preference-aware plans, exportable shopping lists.
- Created a Next.js product site + investor deck positioning Prognosys in the personalized nutrition (15.8% CAGR) market; designed closed-loop: Labs → Meals → Adherence → Better Labs.

Tech: Python, FastAPI/Flask style APIs, Pandas, Next.js, JS/HTML, REST, JSON, OAuth/API keys.

Impact: Prototype proved end-to-end feasibility; clear path to wearables + predictive analytics.

MiRo-E Robot Emotion Detection — UFV Research

- Integrated BERT + TensorFlow on resource-constrained MiRo-E robot for real-time emotion recognition (audio/text).
- Engineered a low-latency pipeline: sensors → preprocessing → embeddings → classification → robot behaviors.
- Reached ~82% accuracy across 5 affect classes; live demo to 200+ attendees at UFV Open House.
- Worked in a 6-person interdisciplinary team under Prof. Amir Shabani, balancing privacy, safety, and empathetic HRI.

Tech: Python, TensorFlow/Keras, BERT embeddings, on-device optimization, ROS/IO hooks (where applicable).

Impact: Validated affective computing for social robots; set groundwork for senior/child care use cases.

MusicPad — Browser-Based Audio Sampler

- Built a real-time sampler with 28 mapped .wav pads using Vanilla JS + Web Audio API (no framework).
- Added TrackRecorder (millisecond keydown/keyup capture), LoopPlayer (layered loops), and WAV export via OfflineAudioContext with graceful fallback.
- Reduced first-hit latency via sample preloading + Audio node cloning; adaptive particles.js keeps UI smooth on devices.
- Designed modular architecture (AudioManager, MusicPadUI, AudioExporter) for quantization/multi-track extensions.

Tech: JS (ES5/ES6), Web Audio API, HTML5, jQuery (events), canvas/particles, file export.

Impact: Demo-friendly, framework-free performance piece proving systems thinking + audio UX.

References

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