

VIBHU DIKSHIT (IT Infrastructure & System Analyst)

"Bridging the gap between **Physical Infrastructure** and **Digital Operations**."

Infrastructure-First IT Specialist & M365 Admin. I transform chaotic field environments into standardized, measurable corporate systems. Specializing MSP-grade rollouts, network remediation, white-glove support.

EXECUTIVE PROFESSIONAL PROFILE

Results-driven IT Professional with over 3 years of high-velocity experience across British Columbia, Ontario, and Alberta. Uniquely bridges the gap between Physical Network Engineering (Layer 1-3 remediation) and Modern Cloud Administration (Microsoft 365, Intune, Azure AD/Entra). Proven expertise in managing complex IT environments for **Fortune 500 clients** (Tesla, Sun Life, Bell, Sephora) and scaling operations for organizations like Archway Community Services. Expert in translating field chaos into standardized SOPs. Currently positioning for an in-house **Systems Administrator** role to leverage deep skills in asset lifecycle management, executive support, and internal tool development (Next.js/TypeScript).

CORE VALUE PROPOSITION & ACHIEVEMENTS

PROCESS ENGINEERING	Engineered and deployed the proprietary "First-Visit Pack" audit protocol (a comprehensive 6-hour standard), now is a benchmark for multi-site rollouts. Reduced recurring ticket volume by 30% by transforming ad-hoc site visits into standardized, documented audit processes. Boosted Wi-Fi throughput by 40% through strategic Access Point (AP) planning, placement, and cabling remediation.	HYBRID ADMINISTRATION	Seamlessly manages the full stack from physical support (racks, structured cabling, switching) to cloud policies . Managed multi-tier Azure AD/Entra environments and Intune policy enforcement for 600+ employees . Executed the identification and removal of 100+ unmanaged switches and deployed 500+ labeled data drops , significantly increasing LAN performance.
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SCAN/CLICK ME!



TARGET ROLES

IT Analyst
IT Executive
System Admin
Infrastructure Analyst
System Analyst

SKILLS MATRIX

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	IT & NETWORKING	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, Consultation	SUPPORT & TOOLS
Microsoft 365 Admin, Google Workspace, AWS EC2/IAM (basic), Project Management, Trello, Notion, JIRA, Slack	CLOUD ADMIN	Frontend Dev, React.js, HTML5, CSS3, JavaScript, Tailwind CSS Backend: FastAPI, MongoDB, Firebase Hosting, Git/GitHub, VS Code, Docker (basic), GitHub Actions	DEVELOPMENT
Windows Server 2019, Active Directory, Azure AD, GPOs, OU Structuring, Intune, Imaging & Deployment, Remote Wipe, Security Policies, SharePoint, Exchange Online, M365 Admin	SYSTEM ADMIN		

OPERATIONAL HIGHLIGHTS & KEY METRICS

Innovation & Internal Tooling

Automation Success: Developed a custom internal inventory tool using **React.js & MongoDB**, reducing asset tracking errors by **40%** and streamlining procurement workflows.

Workflow Optimization: Modernized workstation onboarding by implementing Windows 10/11 imaging via Server 2019 OU/GPO, cutting device setup time by **30%** (from 2 weeks to 5 days).

- **Service Stability & Efficiency**

Reduced Ticket Volume by 30%: Analyzed recurring incidents across 13+ client sites and implemented root-cause fixes (cabling cleanup, firewall path corrections), permanently stabilizing the environment.

600+ User Support: Delivered Tier 2 support for Archway Community Services, maintaining a **<1 hour resolution time** for critical tickets while managing 99% uptime for POS systems.

Process Standardization: Authored the proprietary **"First-Visit Pack"** (Inventory → Risk Map → Remediation), a protocol now adopted HQ-wide at Unio Tech for all new client acquisitions.

- **Infrastructure & Security Governance**

Zero-Compromise Security: Led a massive **MFA Rollout (80% adoption in 4 months)** and enforced Intune compliance policies, resulting in **zero compromised logins** during tenure at Archway.

Network Optimization: Identified and replaced **100+ unmanaged switches** with managed enterprise hardware, resulting in a **30% increase in LAN speeds** and 40% boost in Wi-Fi throughput via strategic AP placement.

Scale of Delivery: Personally certified **10,000+ meters** of structured cabling and standardized **100+ network racks** into secure, labeled, and documented cabinets.

PROFESSIONAL EXPERIENCE

UNIO TECH SOLUTIONS

Lead IT Infrastructure Specialist & Site Reliability Exec

Vancouver, BC (Field Operations)

Jun 2025 – Present

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

Strategic Infrastructure Management: Orchestrated the remediation of fragmented networks across 13+ sites; identified and removed **100+ unmanaged switches**, replacing them with managed enterprise hardware to improve LAN stability by 30%.

Standardization & Process Engineering: Developed and implemented the **"First-Visit Pack"** protocol—a comprehensive site audit methodology (Inventory → Risk Map → Remediation)—which was adopted HQ-wide to standardize client acquisitions.

Wireless Optimization: Executed Wi-Fi optimization projects involving heatmapping and AP placement, resulting in a **40% increase in throughput** for high-density office environments.

Asset Lifecycle Governance: Managed large-scale IT recycling and asset disposition (ITAD) projects, ensuring secure data wiping and environmental compliance for **500+ endpoints**.

Executive Support: served as the on-site "Eyes & Ears" for HQ during critical office moves, providing immediate desk-side resolution for C-level stakeholders with a 6-hour turnaround on site audits.

ARCHWAY COMMUNITY SERVICES

IT Systems Analyst (Contract)

Abbotsford, BC

Feb 2025 – Jun 2025

"Delivered Tier 2/3 operational support and cloud administration for a user base of 600+ staff, focusing on security compliance and modernization."

Identity & Security (IAM): Led a critical **Multi-Factor Authentication (MFA) rollout**, achieving 80% adoption within 4 months and enforcing strict Intune conditional access policies, resulting in **zero compromised logins**.

Modern Device Management (MDM): Streamlined workstation provisioning by implementing Windows 10/11 imaging workflows via **Server 2019 OU/GPO**, reducing device setup time by **30%** (from 2 weeks to 5 days).

Operational Efficiency: Authored comprehensive SOPs and Knowledge Base articles that reduced ticket escalations by **30%**.

Cloud Administration: Administered the full **Microsoft 365 stack** (Exchange Online, Teams, SharePoint), managing user access, permissions, and departmental migrations.

ARINI DATA SERVICES

IT Infrastructure Analyst

Abbotsford, BC

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 Technology Deployment: Configured and deployed **200+ IoT and POS devices** (IP Cameras, Access Control, Samsung Displays) for Tesla retail sites, ensuring 100% Day-One operational readiness.

Structured Cabling: Personally certified **10,000+ meters** of Cat6/Fiber cabling, designing and mounting 20+ secure network racks with rigorous labeling standards.

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

Systems Uptime: Achieved **99% uptime** for critical POS systems (Clover Migration), printers, and Wi-Fi networks by implementing redundancy protocols.

Digital Transformation: Migrated manual scheduling and inventory processes to digital platforms, streamlining payroll accuracy and procurement.

Leadership: Supervised a team of 10+ staff, managing scheduling and compliance with WorkSafe BC/Food Safety audits.

EARLY CAREER & INTERNSHIPS

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

- Developed a Flutter app for internal workflow/inventory tracking.
- Built React + FastAPI prototypes with Firebase Hosting for dashboards.
- Supported vendor automation workflows, reducing manual effort 15%.
- Improved social media reach 40% through analytics-driven campaigns.

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

- Launched dealership’s first responsive website (HTML/CSS/JS/PHP/MySQL).
- Boosted organic traffic 60% in 3 months with SEO + Google Analytics.
- Designed official brand identity (logo, content, visuals) aligned with local market.

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

- Built and deployed a multi-page Next.js + Tailwind CSS travel website.
- Executed SEO strategy, tripling search visibility and boosting lead capture 40% via Firebase forms.
- Integrated analytics + conversion tracking to optimize booking funnels.

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

- Delivered Tier-1 support (voice, chat, email), resolving 95% of tickets within SLA.
- Contributed to customer education redesign, reducing repeat queries.
- Improved KB UX with HTML/CSS/JS tweaks, enabling smoother self-service.
- Fed structured feedback reports into product teams for app/service improvements.

EDUCATION

Bachelor of Computer Information Systems
University of the Fraser Valley – Abbotsford, BC
Sep 2021 – 2025 | GPA: 3.7/4.33

- Dean’s List (4 terms)
- Hackathon 3.0 Runner-Up
- Academic Planning Committee Member

Intermediate in Mathematics and Computer Science
Delhi Public School – India
May 2018 | CGPA: 9/10

- National Children Science Congress
- National Talent Search Exam
- Student 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)

CERTIFICATIONS

PROJECTS

The Nexus : Interactive 3D Visualization Hub Tech Stack

 [View Project](#)

- Three.js, React Fiber, WebGL, Tailwind CSS
- **Frontend Engineering:** Developed a high-performance 3D environment serving as a central hub for project documentation.
- Implemented lazy loading and code-splitting to ensure smooth rendering on standard office hardware.
- **Complex State Management:** Managed real-time user interactions and camera orbitals, demonstrating the ability to build complex, responsive user interfaces for monitoring or dashboarding purposes.

MusicPad (Browser-Based Audio Sampler)

 [View Project](#)

- Engineered 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.
- Implemented a recording module (TrackRecorder) capturing keydown/keyup events with millisecond precision; enabled looped playback via LoopPlayer for layering and practice.
- Built an export pipeline with OfflineAudioContext to render performances to WAV, adding a graceful fallback generator to guarantee downloadable output.
- Optimized with sample preloading, Audio node cloning for polyphony, and adaptive particles.js rendering on low-end devices.
- Architected 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)

 [View Project](#)

- Led 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 \approx ₹38.7L @10%.
- Deployed 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.
- Drafted a transformation plan for integrated Inventory, Sales/CRM, Logistics, and Finance modules.
- Built brand identity kit tailored to local market language, enabling first digital lead capture through forms/CTA flows.
- Produced comprehensive process artifacts (SOW, feasibility studies), bridging business analysis + technical delivery.

Weblly – UI/UX Portfolio Prototype

 [View Project](#)

- Engineered a glassmorphism portfolio site with mobile-first responsive layouts using HTML5, CSS3 (grid, CSS variables), and Vanilla JS (ES modules, IntersectionObserver).
- Developed micro-interactions (animations, 3D tilt with VanillaTilt) to enhance engagement without heavy frameworks.
- Optimized performance, responsiveness, font/image preloading, deferred JS bundling, debounced/throttled event handlers.
- Implemented accessible navigation with ARIA-labeled icons, semantic HTML, and contrast-aware color palette.
- Built a maintainable front-end delivery pipeline with Webpack 5 and modular src/ structure.

Billing Management System (BMS) – Freelance Developer | CDAP-funded Canadian SME

 [View Project](#)

- Led UI/UX design and Next.js implementation of a production-used billing system.
- Integrated Java REST services into a Next.js front end; implemented TypeScript models, validation for safer CRUD operations.
- Built searchable/sortable data tables, consistent add/edit flows, print/export functions to streamline management.
- Established a modular structure (addressbook, invoicebook) and log-capture hooks, setup for audit trails and RBAC.
- Delivered a maintainable system that improved lookup speed, onboarding, and CDAP compliance.

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

 [View Project](#)

- Integrated a BERT NLP model with TensorFlow to enable real-time emotion recognition on MiRo-E companion robot.
- Designed a low-latency inference pipeline (audio/text \rightarrow preprocessing \rightarrow embeddings \rightarrow classification \rightarrow robotic response) optimized for constrained hardware.
- Achieved ~82% classification accuracy across 5 affect categories (happy, sad, neutral, anxious, angry).
- Delivered live demos at UFV Open House, where 200+ attendees interacted with MiRo-E's emotion-aware behaviors.
- Collaborated 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

 [View Project](#)

- Developed a two-model pipeline that transforms 30+ blood biomarkers into personalized nutrition insights and meal plans.
- Built 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.
- Delivered a working web prototype with manual/PDF lab input, preference-aware diet generation, and grocery list exports.
- Created a Next.js product site and investor pitch deck, positioning Prognosys in personalized nutrition market (15.8% CAGR).
- Established a closed-loop system (Labs → Meals → Adherence → Better Labs) highlighting scalability toward wearable integration and predictive analytics.

Nebula-Portal — Immersive Landing Page (Hackathon 2025)

 [View Project](#)

- Built 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.
- Implemented GSAP timeline animations, Framer Motion micro-interactions, and cursor/parallax effects for responsive, performance-aware storytelling.
- Optimized performance via lazy loading, code-splitting, and compression, ensuring smooth 3D/2D blending across devices.
- Deployed a production-ready, accessible build on Vercel, praised for seamless integration of 3D visuals with lightweight UI.
- Demonstrated advanced animation and visualization techniques under hackathon constraints, reinforcing ability to deliver polished, creative frontend systems.

Fractal-Gallery (Fractal Nexus) — Interactive Mathematical Art

 [View Project](#)

- Built 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.
- Designed a cyberpunk/Tron aesthetic with neon glows, grid backdrops, and glassmorphism for engaging, accessible UI.
- Implemented sliders, orbital camera controls, and randomization features, enabling users to manipulate fractals dynamically.
- Optimized performance with shader tuning and adaptive detail scaling, ensuring smooth interaction across devices.
- Organized into modular JS architecture (patterns_data.js, visualizations.js, app.js) for scalability and maintainability.

References

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