

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 heatmapping 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.

“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.

“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.

“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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