

# 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 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.

SCAN/CLICK ME!



### TARGET ROLES

IT Analyst  
IT Executive  
System Admin  
Infrastructure Analyst  
System Analyst

## SKILLS MATRIX

| PROCESS ENGINEERING   | HYBRID ADMINISTRATION  | IT & NETWORKING   | SUPPORT & TOOLS   |
|---|--|---|---|
|   |  |   |   |
| CLOUD ADMIN   | DEVELOPMENT  | SYSTEM ADMIN  |   |
| <p>Cisco Switch Configuration (basic-intermediate), VLANs, DHCP, DNS, VPN Setup<br/>Structured Cabling (Cat6, Patch Panels, RJ45), Rack Mounting, PoE Devices, Wireless Aps<br/>Palo Alto (exposure), Sophos Firewall</p> | <p>RMM &amp; Remote Access, Datto RMM, Autotask, RDP, AnyDesk, TeamViewer<br/>Ticketing &amp; Documentation (SOP creation, audits, client reporting)<br/>Device Provisioning, Printer/Scanner Troubleshooting<br/>IT Infrastructure Design, Onsite Assessments, Consultation</p> | <p>Frontend Dev, React.js, HTML5, CSS3, JavaScript, Tailwind CSS<br/>Backend: FastAPI, MongoDB, Firebase Hosting, Git/GitHub, VS Code, Docker (basic), GitHub Actions</p> | <p>Windows Server 2019, Active Directory, Azure AD, GPOs, OU Structuring, Intune, Imaging &amp; Deployment, Remote Wipe, Security Policies, SharePoint, Exchange Online, M365 Admin</p> |

## 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

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### UNIO TECH SOLUTIONS

Vancouver, BC (Field Operations)

**Lead IT Infrastructure Specialist & Site Reliability Exec**

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 heatmapting 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

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, 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

Abbotsford, BC

**IT Infrastructure Analyst**

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.

## VEERJI'S HAWELI |

Abbotsford, BC

*“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

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### 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 ≈ ₹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.

### Webly – 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 → preprocessing → embeddings → classification → 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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