DHRUVKUMAR BHATIA

Cerritos, California 90703 • (562) 647-9891
Dhruvbhatia.04@hotmail.com • linkedin.com/in/dhruv-bhatia8

SUMMARY

Highly skilled and certified IT Support Specialist with extensive experience in managing and supporting various IT systems and applications, including Office 365, macOS, Windows, Active Directory, Okta and more. Proven track record in enhancing system functionality and user experience. Seeking to bring expertise and dedication to Rang Technology Inc. as part of the IT team.

WORK EXPERIENCE

IT and Infra Administrator | Senior IT Support Specialist   *March 2023- November 2023*
Rang Technologies Inc., Piscataway, New Jerssey, USA

- Managed and supported a variety of systems including macOS, Windows, Active Directory, Office 365, Google Workspace, and Jira.
- Administered cloud services such as
- Configured and maintained network services, including DNS and DHCP, across the organization.
- Implemented and managed endpoint security using Microsoft-Defender and Zscaler to safeguard organizational data.
- Facilitated the deployment and management of devices using JAMF and Microsoft Intune.
- Developed and maintained documentation and IT processes, improving the support workflow.
- Provided advanced troubleshooting and support for Teams, SharePoint, Okta SSO and G Suite applications.

IT Support Technician   *Jun 2021- January 2023*
AP Accounting Services, Midrand, South Africa

- Delivered comprehensive support for Office 365, Okta SSO Google Workspace, and Windows/macOS-based systems for over 200 users
- Assisted in the configuration and troubleshooting of network issues, including DNS and DHCP
- Contributed to the deployment and maintenance of Active Directory, managing user accounts and permissions
- Collaborated in the implementation and management of cloud storage solutions like Dropbox and SharePoint.
- Provided end-user training and support for Microsoft Teams and other collaboration tools.
- Assisted in IT security measures, including the use of Microsoft Defender and Zscaler.

SKILLS

Technical Skills: Operating Systems: WINDOWS, MACOS,
SECURITY: MICROSOFT DEFENDER, ZSCALER,
COLLABORATION TOOLS: MICROSOFT TEAMS, JIRA, G SUITE, OKTA SSO,
OTHER: ACTIVE DIRECTORY, ENDPOINT MANAGEMENT,
CLOUD SERVICES: OFFICE 365, GOOGLE WORKSPACE INTUNE, JAMF, SHAREPOINT, DROPBOX,
NETWORKING: DNS, DHSCP, TCP/IP, VPN, LAN/
Programming Languages: C, C++, Java
Leadership skills: Presenting Solutions | Quality Assurance | Microsoft Office | Quality Assurance | Exceptional Communicator
Soft skills: EXPERT PROBLEM-SOLVING AND ANALYTICAL SKILLS
STRONG COMMUNICATION AND USER SUPPORT CAPABILITIES, PROVEN ABILITY IN MANAGING MULTIPLE TASKS IN FAST-PACED ENVIRONMENT, COLLABORATIVE TEAM MEMBER WITH A FOCUS ON CONTINUOUS LEARNING AND IMPROVEMENT
Languages: English, Hindi, Gujarati, Spanish

CERTIFICATION

MICROSOFT CERTIFIED: AZURE ADMINISTRATOR ASSOCIATE
MICROSOFT CERTIFICATION EXAM I564-1012
COMPTIA A+
AI-POWERED PERFORMANCE ADS CERTIFICATION – GOOGLE 793087
PROJECT MANAGEMENT PROGRAM -PMP

EDUCATION

Westcliff University, Irvine, California   *2023-2025*
Master of Computer and Information Science

IIHT Ltd   *2022-2023*
Microsoft Azure Internship,
Computer/Information Technology Administration and Management

Gujarat Technological University, Ahmedabad, Gujarat   *2016-2020*
Bachelor's in Information Technology