

# Rajveer Singh Sidhu

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## PROFESSIONAL SUMMARY

Results-oriented Project Leader and Systems Architect with 4.5 years of accelerated experience in enterprise IT management and post-secondary systems. Proven ability to lead complex projects, including the upgrade of the Banner Document Management System (BDMS), while driving process improvements through Agile and business process analysis (BPA). Expertise spans hybrid cloud architecture (Azure, AWS), advanced identity management (AD, PKI, SSO, MFA), and full-stack development (Spring Boot, React.js, RESTful APIs), positioning me to effectively lead enterprise cloud application initiatives.

## EDUCATION

### University of the Fraser Valley

Bachelor of Computer Information Systems - *Concentration in Software Development*

Awarded with Dean's List of Distinguished Students for the Summer 2023 and Winter 2024 term

**Abbotsford, BC**

Graduated, May 2025

### Kwantlen Polytechnic University

Computer Information Systems Diploma

**Surrey, BC**

Graduated, September 2020

## EXPERIENCE

### Kwantlen Polytechnic University (Office of the Registrar)

Project Leader, Systems and Projects (Contract)

**Surrey, BC**

July 2025 – Present

- Directed the Banner Document Management System (BDMS) and AppEnhancer enterprise upgrade in collaboration with IT. Coordinated OREG kickoff, user acceptance testing, issue resolving, and sign off.
- Designed and optimized SQL queries supporting enterprise ERP (FAST) operations; automated reporting and student data validation to improve institutional data quality and system performance.
- Used Agile project management tools (Planner, SharePoint, Teams) to manage technical deliverables, monitor risks, and enhance transparency across IT and functional stakeholders.
- Led the country code modernization initiative, updating Banner tables (GTVSCOD, STVNATN, SOAXREF) to align with the Standard Classification of Countries and Areas of Interest (SCCAI) for Statistics Canada.
- Conducted business process analysis (BPA) to optimize Registrar workflows, resulting in reduced processing times for Transfer Credit tracking and improved student experience.
- Authored stakeholder-tailored release notes and documentation simplifying complex system upgrades and supporting post-implementation adoption.

### University of the Fraser Valley

IT Support Analyst

**Abbotsford, BC**

March 2022 – July 2025

- Administrated and monitored applications and system deployments using Active Directory, SCCM, and Azure.
- Managed Windows-based infrastructure with AD, Azure AD, SCCM, and Public Key Infrastructure (PKI) environments.
- Collaborated with departments to assess needs, propose technical solutions, and support technology adoption across enterprise systems.
- Maintained AD domains, forests, trusts, and controllers, and managing Group Policy Objects (GPOs) to organize devices, users, groups, and service accounts and enforce Role-Based Access Control (RBAC) and permissions.
- Designed and deployed automated batch/PowerShell scripts for application deployments to streamline software installation/removal and enhance efficiency and compliance.
- Performed systems analysis for imaging and refresh cycles across university devices and collaborated with teams on project scoping and execution.
- Monitored system performance, security logs, and compliance reports for the Windows domain, AD, PKI, Microsoft Identity Manager (MIM), and Azure AD environments.
- Upgraded campus network infrastructure from CLI-based Cisco switches to Meraki cloud-managed switches, reconfiguring ports and validating performance through network monitoring tools.
- Managed, audited, and introduced IoT devices on university network.
- Demonstrated strong expertise in DNS, DHCP, DFS, KMS, LAPS, certificate lifecycle, and Group Policy management across hybrid on-premises and Azure Active Directory environments.

### University of the Fraser Valley

Technical Analyst (Project role)

**Abbotsford, BC**

December 2023 – June 2024

- Supported major incident management during the Windows 11 rollout by resolving compatibility issues, classifying incidents, and coordinating escalations with vendor support.

- Documented complex user workflows and applied process improvement techniques to enhance transition planning during the Windows 11 rollout.
- Documented incident resolution procedures and updated knowledge repositories to ensure repeatable response processes.
- Partnered with functional units to document user workflows, perform storage cleanups, and enhance transition planning and user satisfaction.

**Kwantlen Polytechnic University**  
System Support Technologist

**Surrey, BC**  
May 2021 – March 2022

- Led imaging, deployment and management of laptops and hardware during the pandemic for over 1700+ devices using tools such as Intune, Azure, and JAMF.
- Collaborated with departments to assess needs, propose technical solutions, and support technology adoption across enterprise systems.
- Led resolution of over 600 IT service incidents, including network access failures, authentication issues, and M365 integration problems.

## CERTIFICATIONS

CISSP (Certified Information Systems Security Professional)	Actively pursuing
ITIL v4 Foundation	2023
CCNA (Cisco Certified Network Associate): Routing and Switching Essentials	2019

## PROJECTS

### AI-Based Emotion Classification Using BERT

**White Rock, BC**

Link: <https://github.com/rajveersidhu/emotion-classification-bert>

*Developed an NLP model using BERT-base-uncased and fine-tuned it to classify emotions (Happy, Sad, Angry, Neutral) from text input.*

*Trained the model using PyTorch and Hugging Face Transformers with a custom labeled dataset.*

*Implemented preprocessing steps including tokenization and padding, and optimized training with Adam optimizer and cross-entropy loss.*

*Enabled real-time prediction capability for emotion detection applications.*

*Evaluated deployment strategies for large language models (BERT/Llama) using AWS EC2 instances running Linux (RHEL), focusing on resource allocation and cost analysis.*

Technologies: Python, BERT, NLP.

### IT Helpdesk Ticketing System

Link: <https://github.com/rajveersidhu/IT-Helpdesk-Ticketing-System>

*Designed and built a full-stack IT Helpdesk Ticketing System to manage and streamline technical support requests efficiently.*

*Enabled users to submit/track tickets, allowed IT staff to assign/manage requests, and supported admin report generation.*

Technologies: Spring Boot (Backend), React.js (Frontend), MySQL (Database).

### Log Analyzer for Suspicious Activity

Link: <https://github.com/rajveersidhu/log-analyzer>

*Created a Python-based security tool that detects suspicious login attempts and unauthorized access from system logs.*

*Utilized Python scripting to perform log analysis, pattern matching, and flag potential security breaches.*

Technologies: Python, Security, System Logs.

### SNAKE Game

Link: <https://github.com/rajveersidhu/MyFirstGame>

*Developed a classic SNAKE Game in JavaScript to build foundational experience in front-end development and game logic implementation.*

Technologies: JavaScript, HTML.

## SKILLS

Cloud Platforms:	Azure, AWS, Intune
Programming Languages:	Python, Java, JavaScript, C++, JSON, GraphQL, PowerShell, SQL, XML
Machine Learning & AI:	Llama (LLM), BERT, Natural Language Processing (NLP), PyTorch, Deep Learning
Web & Application Development:	React.js, Spring Boot, Git/GitHub
Databases & Data:	Microsoft SQL Server (2019+), MySQL, PostgreSQL, ETL tools
Systems & Infrastructure:	Active Directory (AD), SCCM, Windows Infrastructure, Group Policy (GPO), PKI
Networking & Security:	TCP/IP, DNS, VPN, Firewalls, System Logs, Role-Based Access Control (RBAC), CISSP (pursuing)
Automation & M365:	Power Automate, SharePoint Online, CoPilot Studio, Microsoft Teams
Project & Service Management:	Jira, ServiceNow, TeamDynamix, Agile, ITIL v4, Tableau (basic)