

Rajveer Sidhu

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EDUCATION

Bachelor of Computer Information Systems – Fourth Year

University of the Fraser Valley

Computer Information Systems Diploma – Awarded

Kwantlen Polytechnic University (2018 – 2022)

AWARD

Dean's List of Distinguished Students for the Summer 2023 term. (UFV)

Dean's List of Distinguished Students for the Winter 2024 term. (UFV)

EXPERIENCE

Technical Analyst (University of the Fraser Valley | Abbotsford, BC) December 2023 – Present

- Worked in a team involving Windows 11 roll out project, where I ensured smooth transition to Windows 11 for the end user including documenting and resolving issues experienced during the transition.
- Packaging and deploying applications via SCCM and scheduling silent install scripts.
- Imaging and data capturing workstations for mass deployment/refresh.
- Have successfully managed design labs by keeping the license information up to date and zero downtime.
- Managing, assigning, and decommissioning user software licenses using tools such as Active Directory.
- Adding and removing printers to current environment and configuring printer drivers in Microsoft Printer Management and PaperCut.
- Automated clean software removals and updates by scripting the uninstall and install.cmd batch files.

Support Analyst (University of the Fraser Valley | Abbotsford, BC) March 2022 – Present

- Ensuring smooth transition to Windows 11 for the end user including documenting and resolving issues experienced during the transition.
- Proficiently resolved over 450 hardware, software, and network issues, minimizing downtime and ensuring uninterrupted operations.
- Delivered top-tier technical support, promptly addressing hardware, software, and network concerns to maintain optimal functionality.
- Conducted thorough system problem analysis, pinpointing root causes and implementing effective solutions to bolster system performance.
- Collaborated with vendors and service providers to coordinate repairs and system enhancements, ensuring seamless integration and improved functionality.

- Orchestrated comprehensive laptop deployment project during the COVID-19 pandemic, overseeing all aspects from tracking shipments to final deployment.
- Managed inventory for 700+ devices, ensuring accurate tracking and efficient resource allocation.
- Facilitated the deployment of hardware and software licenses, optimizing organizational operations.
- Utilized Microsoft Azure, Intune, and JAMF MDM for streamlined device management processes.
- Effectively resolved 300+ incidents, encompassing network connectivity, driver, firmware, and application issues.
- Scheduled appointments with users for device pickups and conducted initial setup sessions to ensure seamless integration into workflows.

CERTIFICATION

- CCNA Routing and Switching: Routing and Switching Essentials
- ITIL 4 Foundation

SKILLS

- Java
- C++
- SQL
- Scripting
- Active Directory
- Microsoft Endpoint Configuration Manager

SOFT SKILLS

- Teamwork
- Communication
- Problem solving
- Continuous learning
- Adaptability