Rajveer Singh Sidhu

White Rock, BC | rajveer.singh.sidhu@hotmail.com | 778-680-0385 | LinkedIn: rajveer-sidhu | Github: rajveersidhu
https://rajveersidhu.github.io

EDUCATION

University of the Fraser Valley   **Abbotsford, BC**
Bachelor of Computer Information Systems   Graduated, May 2025

- Concentration: Software Development
- Dean's List of Distinguished Students for the Summer 2023 and Winter 2024 term

Kwantlen Polytechnic University   **Surrey, BC**
Computer Information Systems Diploma   Graduated, September 2020

EXPERIENCE

Kwantlen Polytechnic University   **Surrey, BC**
Project Leader, Systems and Projects (Contract role)   July 2025 – Present

- Lead cross-functional IT projects for the Registrar's Office, ensuring system upgrades and process improvements align with institutional strategy.

- Directed the Banner Document Management System (BDMS) upgrade, managing kickoff, UAT, IT validation, and PROD deployment with minimal disruption.

- Authored structured release notes, Gantt charts, and sign-off trackers to improve stakeholder communication and transparency.

- Applied advanced SQL skills to build and optimize queries for Registrar operations (e.g., degree concentration reporting, student data validation, transcript output), troubleshoot system issues with custom logic, and automate data extracts for business decision-making.

- Documented and executed Banner process enhancements, including procedures for adding new countries (GTVSCOD, STVNATN, SOAXREF), ensuring consistency with ISO standards and institutional coding practices.

- Optimized Registrar workflows such as Transfer Credit tracking, reducing processing times and improving student experience.

- Delivered training guides, testing documentation, and stakeholder-facing presentations simplifying complex system upgrades.

- Used Planner, SharePoint, Teams, and SQL-driven reports to track progress, manage risks, and streamline project execution.

University of the Fraser Valley   **Abbotsford, BC**
IT Support Analyst   March 2022 – July 2025

- Supported application and system deployments using SCCM, scripting tools, and PowerShell, driving a 30% increase in IT efficiency.

- Collaborated with departments to assess needs, propose technical solutions, and support technology adoption across enterprise systems.

- Administered Microsoft SharePoint Online for document and collaboration management and contributed to automated process creation using Power Automate.

- Designed and deployed automated batch scripts to streamline software installation/removal and enhance compliance.

- Performed systems analysis for imaging and refresh cycles across 1700+ devices and collaborated with teams on project scoping and execution.

- Facilitated data integrity by managing SQL-based software license audits and integrating Active Directory roles and group policies.

University of the Fraser Valley   **Abbotsford, BC**
Technical Analyst (Temp project role)   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.

- Partnered with stakeholders to identify potential service impacts in advance, reducing unplanned downtime during rollout phases.

- 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   **Surrey, BC**
System Support Technologist   May 2021 – March 2022

- Led 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.

SKILLS

Microsoft 365 & Automation: SharePoint Online, Power Automate, CoPilot Studio, Intune, Azure

Programming/Scripting: PowerShell, Java, C++, Python (basic), SQL, XML

Databases & BI: Microsoft SQL Server (2019+), MySQL, PostgreSQL, ETL tools

Systems Management: SCCM (Microsoft Endpoint Configuration Manager), Active Directory

Networking: TCP/IP, DNS, VPN, Firewalls

Other Tools: JAMF, ServiceNow, Jira, TeamDynamix, Tableau (basic)