

RAJVEER SIDHU

White Rock, BC | rajveer.singh.sidhu@hotmail.com | 778.680.0385 | www.linkedin.com/in/rajveer-sidhu

SUMMARY OF QUALIFICATIONS

- Successfully managed over 750 technical support tickets, resolving hardware, software, and network issues to minimize downtime and maintain seamless operations across diverse environments.
- Spearheaded the deployment of Windows 11 for end-users, including conducting compatibility checks and resolving issues during the transition, while managing large-scale imaging and workstation refresh projects for 700+ devices.
- Developed and deployed custom scripts for automating software removal and updates, reducing manual workload by 30% and enhancing efficiency in system maintenance and upgrades.
- Led the management of over 1,000 user software licenses, ensuring accurate assignment, tracking, and decommissioning using tools such as Active Directory and SCCM, while maintaining compliance and avoiding downtime.
- Worked closely with vendors and service providers to execute hardware repairs and system improvements, facilitating smooth integration and optimized functionality of IT infrastructure.

EXPERIENCE

IT Support Analyst

March 2022- Present

University of the Fraser Valley | Abbotsford, BC

- **Directed the strategic deployment** of applications and systems using **SCCM**, overseeing the integration of automation tools to streamline and drive a 30% increase in operational efficiency and enhance overall IT infrastructure performance.
- **Led the imaging and data capture of workstations** for large-scale mass deployments and refresh cycles, **developing and maintaining automated installation and uninstallation scripts** via command prompt batch files.
- **Administered and optimized software license management processes**, leveraging **Active Directory** to efficiently assign, track, and decommission user licenses, ensuring full compliance and preventing software over-provisioning. Additionally, played a pivotal role in **design lab management**, ensuring that licensing requirements were consistently updated.
- **Collaborated with internal teams, vendors, and service providers** to coordinate hardware repairs, software updates, and system upgrades and managed **network infrastructure deployment and optimization**, aligning technologies with organizational objectives for seamless compatibility and performance.
- **Facilitated the transition from Cisco to Meraki switches** as part of the campus network upgrade, performing physical hardware swaps and configuring new switches to ensure seamless integration and improved network performance.

Technical Analyst

December 2023 – June 2024

University of the Fraser Valley | Abbotsford, BC

- Collaborated on the **Windows 11 rollout project**, ensuring a smooth transition for end users by documenting and resolving issues throughout the process.
- Conducted **hardware and software compatibility checks** and performed **storage cleanups** before and after upgrades to optimize system functionality.

System Support Technologist IT

May 2021 – March 2022

Kwantlen Polytechnic University | Surrey, BC

- Orchestrated a comprehensive **laptop deployment project** during the COVID-19 pandemic, overseeing logistics from shipment tracking to final deployment, and managing **inventory for 700+ devices** using advanced tracking systems for efficient resource allocation.
- Streamlined **hardware and software license deployment** utilizing tools such as **Microsoft Azure, Intune,** and **JAMF MDM**, ensuring seamless device management and optimizing organizational operations.
- Resolved over **300 technical incidents**, including network connectivity, driver, firmware, and application issues, while providing **initial setup support** and **user training** for seamless integration of devices into daily workflows.

Technical Agent II

September 2020 – May 2021

Geek Squad | Surrey, BC

- Spearheaded advanced troubleshooting and diagnostics for client hardware and software issues, achieving a 95% resolution rate and ensuring high customer satisfaction.
- Led technical training sessions for team members, enhancing collective proficiency in handling complex device repairs and IT support.
- Streamlined the repair process by implementing a ticket management system, reducing average repair times by 20% and improving efficiency.
- Partnered with cross-functional teams to escalate unresolved cases and implement solutions aligned with organizational standards.

EDUCATION

Bachelor of Computer Information Systems

April 2023 – April 2025

University of the Fraser Valley | Abbotsford, BC

- Concentration in **Software Development**
- Recognized on the **Dean’s List of Distinguished Students** for the Summer 2023 and Winter 2024 term

Computer Information Systems Diploma

September 2018 – September 2020

Kwantlen Polytechnic University | Surrey, BC

CERTIFICATIONS

- CCNA Routing and Switching: Routing and Switching Essentials
- ITIL v4 Foundation

TECHNICAL SKILLS

- Operating Systems:** Windows, macOS, Linux
- Cloud Platforms:** Microsoft Azure, AWS
- Scripting & Programming:** PowerShell, JAVA, C++, Python (basic), SQL
- Database Management:** MySQL, PostgreSQL
- Networking:** TCP/IP, DNS, VPNs, Firewalls
- Other:** Active Directory, Microsoft Endpoint Configuration Manager (SCCM)