

Vikas Yadav

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Computer Science Engineer with experience in Linux system administration, Python scripting, and technical support. Worked on tasks like managing databases, handling support tickets, writing user guides, and setting up access for users—common in ERP-related environments. Comfortable with tools like SQL, PowerShell, and OpenCV, and always looking for ways to make systems run better. Known for being reliable, quick to learn, and easy to work with on team projects.

Technical Skills:

- **Operating Systems:** Linux (RedHat, CentOS, Solaris), Windows, macOS
- **Programming & Scripting:** Python, PowerShell, SQL, PL/SQL, Bash
- **Database Management:** Oracle, Microsoft SQL Server, MySQL – creating views, queries, backups, and access controls
- **Enterprise Tools:** ServiceNow, SharePoint (including LNDB migration), IBM Resiliency Orchestration
- **Cloud & Virtualization:** Microsoft Azure, Amazon Workspaces, VMware ESX
- **Data Extraction & Analysis:** Excel, Power BI, Tableau, OpenCV, pyesseract, pandas,
- **ERP/Enterprise Systems Support:** Familiarity with ERP environments, workflows involving system access, data integrity, documentation, and ticket resolution
- **Documentation & Reporting:** User guides, system documentation, incident logs, migration records
- **Office & Communication Tools:** Microsoft 365 (SharePoint, Teams, Excel, Word, PowerPoint, Outlook), Zoom
- **Version Control & Collaboration:** GitHub, project-based coordination with cross-functional team

Work Experience

Geek Squad | [Best Buy](#), Mayflower Mall, Sydney, NS

Aug-2024 – Present

- Diagnose and troubleshoot hardware, software, and network issues for laptops, desktops, and mobile devices.
- Configure operating systems, install software, and set up peripheral devices such as routers, printers, and smart home equipment.
- Perform system updates, malware removals, and data backups to ensure device integrity and performance.
- Deliver high-quality in-person customer support, translating complex issues into clear solutions.
- Collaborate with the service and sales teams to maintain service quality, documentation, and workflow efficiency.

Facility Staff | [Cape Breton Health & Rec Centre \(CBHRC\)](#), Cape Breton University, Sydney, NS

Aug-2024 – Present

- Oversees operations at the indoor dome and soccer field during recreational programming, tournaments, and high-traffic events such as Motionball, Doctors Run, and varsity soccer.
- Coordinates with security, front desk, and event organizers to manage bookings, shift transitions, and participant access.
- Responds to visitor inquiries, resolves on-site issues, and ensures smooth event flow in a dynamic, fast-paced setting.
- Applies strong communication, scheduling, and problem-solving skills while supporting diverse programs in a public-facing sports facility.

Part-Time Student Facilitator | Cape Breton University, Sydney, NS

Jun-2023 – July 2024

- Provided timely technical support to students and faculty, troubleshooting software and connectivity issues during online classes conducted via Microsoft Teams.
- Assisted faculty with setup and configuration of video-conferencing tools, resolving audio and video equipment issues to maintain smooth virtual class sessions.
- Monitored student engagement and proactively offered support, ensuring minimal disruption to online lectures.
- Proctored online exams, demonstrating attention to detail, reliability, and ability to maintain academic integrity standards.

Data Entry, Analysis and Programming Assistant | Cape Breton University, Sydney, NS

Nov-2023 – Apr-2024

- Proficiently applied pyesseract, pandas and OpenCV technologies to extract and analyze data from historical statistical reports, enhancing the efficiency of data entry tasks.
- Optical character recognition (OCR) and text data analysis were performed using Python programming skills, enabling precise data extraction and analysis.
- Actively used technology to ensure effective information handling by streamlining data entry processes using Python-based OCR and text analysis tools.

Project Engineer | Wipro Limited, India (A global IT-services & consulting firm)**Mar-2021 – Mar-2023**

- Delivered technical solutions across three enterprise-level projects, supporting clients in the finance, insurance, and HR sectors.
- Developed, debugged, and maintained software components using Python, SQL, and PowerShell, with a focus on process automation and data accessibility.
- Collaborated with cross-functional teams on requirements gathering, system testing, and issue resolution to ensure smooth system rollouts.
- Built strong documentation habits and promoted consistent communication to maintain alignment across project teams.
- Gained hands-on experience in enterprise systems, ticketing workflows, and data operations that align with ERP support environments.

Projects:**Linux Administrator: Client Name: Agriculture Insurance Company of India Ltd.****Aug-2022 – Mar-2023**

- Created and maintained over 200 user IDs with structured access controls, supporting business continuity and data protection.
- Automated backup procedures and implemented database redundancy plans, reducing recovery time by 20%.
- Provided hands-on support and troubleshooting across ERP-adjacent environments running on RedHat, CentOS, and Solaris.
- Used RHEL scripting for scheduled server tasks and collaborated with technical teams for ongoing system maintenance.
- Executed disaster recovery planning and testing using IBM Resiliency Orchestration.

Software Developer: Client Name: Alight Solutions**Nov-2021 – Aug-2022**

- Led data migration from Lotus Notes Database (LNDB) to SharePoint using Quest Tool, completing the project three months ahead of schedule while maintaining data integrity and minimizing user disruption.
- Created and maintained SQL scripts and database views to support system design and implementation phases.
- Collaborated with stakeholders across teams for planning, requirements gathering, testing, and execution while demonstrating strong communication and coordination skills.
- Provided expert application support across multiple operating systems (RedHat, Solaris, CentOS) resolving an average of 15 technical issues per week to maintain optimal operational efficiency.
- Delivered documentation for migrated systems and user access policies, ensuring clarity and consistency across support teams.

User Support: Client Name: State Street**May-2021 – Oct-2021**

- Managed and resolved technical issues using ServiceNow, addressing high-priority (P1–P3) tickets in financial applications including SECYield and WSO.
- Administered Oracle and Microsoft SQL databases, supporting report generation, system access, and backup policies.
- Coordinated with cross-functional teams to test, validate, and improve software workflows, ensuring compliance and data quality.
- Maintained support documentation and provided customer service through timely communication and issue resolution.
- Worked in a highly digital environment, staying up to date with tools and processes to ensure reliable operations.

Training Period**Mar-2021 – May-2021**

- Trained on Core Java, PL/SQL, and DataStage L1 with exposure to data flow design, logic building, and scripting.
- Earned ITIL 4 certification, reinforcing best practices in service delivery, process improvement, and change management.

Education**Post Baccalaureates Diploma in Business Analytics | Cape Breton University, Sydney, NS****May-2025**

- Completed projects in predictive modeling (Olympic medals, lottery patterns) and marketing research, learning to turn data into real business insights.
- Built and managed relational databases using SQL and applied research methods from survey design to customer analysis.
- Recipient: Undergraduate Student Scholar Award (USSA), 2024.

Bachelor of Technology in Computer Science Engineering | Guru Gobind Singh Indraprastha University, India **2020**

- Built a foundation in data structures, algorithms, object-oriented programming, and software engineering using Python and C++.
- Developed a modular movie ticket booking and rating application, featuring secure user authentication, relational database (SQL) integration, and a responsive graphical interface, utilizing modern development tools and IDEs.

Certifications

Python | Cetpa Infotech, NOIDA, India

Jun-2018 (8 weeks)

Python Programming (Database connectivity, file handling, etc.) and GUI programming using Tkinter. Worked with various libraries like NumPy, OpenCV, pandas etc.

Cloud Computing | Tech Explica South Extension Part-1, New Delhi, India

Jun-2017 (8 weeks)

Cloud Computing (Microsoft Azure, VMware ESX, Microsoft Server)