YUGAM ARORA

yugamarora.dev

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Qualifications Profile

- IT Administrator with over 1.5 years of direct experience in managing and optimizing IT infrastructure, including networks, and end-user systems.
- Proficient in cloud technologies, specializing in deploying, managing, and optimizing Azure to achieve scalability, enhance security and cost-efficiency for business-critical applications.
- Ability to perform comprehensive root-cause analyses while diagnosing and optimizing software systems.
- Proactively identify emerging technologies to establish secure, robust information sharing.

Work Experience

IT Administrator/Technician Co-op   January 2023 – December 2023
Carbon Engineering, Squamish, BC

- Lead helpdesk support, making sure all equipment problems are resolved in a timely manner with limited disruption.
- Responsible for IT asset and authorized software management, including hardware replacement cycles, software license renewals and maintaining accurate user access to IT and business systems.
- Install, configure, and test all new workstations, laptops, peripheral equipment, and authorized software.
- Write and maintain technical documentation and contribute to the development of policies and procedures.
- Developed PowerShell scripts to automate user provisioning, de-provisioning, and system monitoring, optimizing IAM processes and reducing incident response times.

IT Lab Assistant   January 2022 – April 2022
University of the Fraser Valley, Abbotsford, BC

- Delivered Help Desk and on-site support to students and faculty, ensuring prompt resolution of technical issues and enhancing user satisfaction.
- Evaluate and install computer hardware, operating system software and software applications, ensuring optimal performance and functionality.
- Provided user advice and training in response to identified difficulties, empowering users to effectively utilize technology resources. Consulted user guides, technical manuals, and knowledge bases to research and implement solutions, proving strong critical thinking skills and mindfulness.

Education

Bachelor of Computer Information Systems   *January 2020 – April 2025*
University of the Fraser Valley

- ***Dean's List:*** Winter 2020,2021, 2024, 2025 and Fall 2020, 2024
- ***Academic Projects:***
    - **ProjectBuddy** - Developed a dynamic web application that connects individuals with shared project interests. With Integrated user profiles, advanced search functionality leveraging MongoDB for backend Management and React for frontend.
    - **Log Rotation System** – Developed an efficient Log Rotation System to automate the management and archival of server logs.
- ***Relevant Courses:*** Network Theory and Applications, Principles of Information Systems Security, End User Training and Support, Virtualization and Cloud Infrastructure, Forensic Analysis, System Administration.

Skills

- **Operating Systems**: Windows Server, Linux
- **Directory Services:** Microsoft Azure EntraID, Active Directory
- **Identity Management:** IAM lifecycle management, Privileged Identity Management (PIM), password policies.
- **Networking**: TCP/IP, DHCP, DNS, VPN, LAN/WAN configuration, Firewall management
- **Virtualization**: VMware, Hyper-V, Citrix Workspace Cloud, VirtualBox
- **Database Management:** SQL Server, MySQL, MongoDB
- **Monitoring and Management Tools**: PowerBI
- **Help Desk Support**: Ticketing systems such as HaloITSM and ServiceNow
- **Collaboration**: SharePoint, Microsoft 365 (Microsoft Exchange)