

# Rajveer Singh Sidhu

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<https://rajveersidhu.github.io>

## EDUCATION

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### University of the Fraser Valley

Bachelor of Computer Information Systems - *Concentration in Software Development*

Awarded with Dean's List of Distinguished Students for the Summer 2023 and Winter 2024 term

**Abbotsford, BC**  
Graduated, May 2025

### Kwantlen Polytechnic University

Computer Information Systems Diploma

**Surrey, BC**  
Graduated, September 2020

## EXPERIENCE

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### Kwantlen Polytechnic University (Office of the Registrar)

Project Leader, Systems and Projects (Functional Project Manager - IVY AI Chatbot)

**Surrey, BC**  
July 2025 – Present

- Serve as Functional Project Manager for the implementation of IVY, a university-wide AI chatbot supporting student services across Registrar, Student Affairs, International, and Alumni portfolios.
- Lead functional planning, requirements gathering, and stakeholder engagement to define chatbot workflows, service scope, and content strategy.
- Translate business needs into structured chatbot decision trees, escalation workflows, and live-agent handoff processes.
- Coordinate cross-functional collaboration between business units, IT teams, Marketing, and external vendor partners.
- Plan and oversee User Acceptance Testing (UAT), including test scenario development, feedback tracking, issue resolution, and stakeholder sign-off.
- Facilitate vendor-led training sessions and develop user guidelines, governance models, and administrator onboarding processes.
- Support go-live readiness by coordinating testing environments, content validation, and portfolio-level adoption planning.
- Directed the Banner Document Management System (BDMS) and AppEnhancer enterprise upgrade in collaboration with IT. Coordinated OREG kickoff, user acceptance testing, issue resolving, and sign off.
- Designed and optimized SQL queries supporting enterprise ERP (FAST) operations, automated reporting and student data validation to improve institutional data quality and system performance.
- Used Agile project management tools (Planner, SharePoint, Teams) to manage technical deliverables, monitor risks, and enhance transparency across IT and functional stakeholders.
- Led the country code modernization initiative, updating Banner tables (GTVSCOD, STVNATN, SOAXREF) to align with the Standard Classification of Countries and Areas of Interest (SCCAI) for Statistics Canada.
- Authored stakeholder-tailored release notes and documentation simplifying complex system upgrades and supporting post-implementation adoption.

### University of the Fraser Valley

IT Support Analyst

**Abbotsford, BC**  
March 2022 – July 2025

- Administrated and monitored applications and system deployments using Active Directory, SCCM, and Azure.
- Managed Windows-based infrastructure with AD, Azure AD, SCCM, and Public Key Infrastructure (PKI) environments.
- Collaborated with departments to assess needs, propose technical solutions, and support technology adoption across enterprise systems.
- Maintained AD domains, forests, trusts, and controllers, and managing Group Policy Objects (GPOs) to organize devices, users, groups, and service accounts and enforce Role-Based Access Control (RBAC) and permissions.
- Designed and deployed automated batch/PowerShell scripts for application deployments to streamline software installation/removal and enhance efficiency and compliance.
- Performed systems analysis for imaging and refresh cycles across university devices and collaborated with teams on project scoping and execution.
- Monitored system performance, security logs, and compliance reports for the Windows domain, AD, PKI, Microsoft Identity Manager (MIM), and Azure AD environments.
- Upgraded campus network infrastructure from CLI-based Cisco switches to Meraki cloud-managed switches, reconfiguring ports and validating performance through network monitoring tools.
- Managed, audited, and introduced IoT devices on university network.
- Demonstrated strong expertise in DNS, DHCP, DFS, KMS, LAPS, certificate lifecycle, and Group Policy management across hybrid on-premises and Azure Active Directory environments.

### University of the Fraser Valley

Technical Analyst (Project role)

**Abbotsford, BC**  
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.
- Documented complex user workflows and applied process improvement techniques to enhance transition planning during the Windows 11 rollout.
- 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**  
System Support Technologist

**Surrey, BC**  
May 2021 – March 2022

- Led imaging, 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

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CISSP (Certified Information Systems Security Professional)	Actively pursuing
ITIL v4 Foundation	2023
CCNA (Cisco Certified Network Associate): Routing and Switching Essentials	2019

## PROJECTS

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### 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.*

*Evaluated deployment strategies for large language models (BERT/Llama) using AWS EC2 instances running Linux (RHEL), focusing on resource allocation and cost analysis.*

Technologies: Python, BERT, NLP.

### IT Helpdesk Ticketing System

Link: <https://github.com/rajveersidhu/IT-Helpdesk-Ticketing-System>

*Designed and built a full-stack IT Helpdesk Ticketing System to manage and streamline technical support requests efficiently.*

*Enabled users to submit/track tickets, allowed IT staff to assign/manage requests, and supported admin report generation.*

Technologies: Spring Boot (Backend), React.js (Frontend), MySQL (Database).

### Log Analyzer for Suspicious Activity

Link: <https://github.com/rajveersidhu/log-analyzer>

*Created a Python-based security tool that detects suspicious login attempts and unauthorized access from system logs.*

*Utilized Python scripting to perform log analysis, pattern matching, and flag potential security breaches.*

Technologies: Python, Security, System Logs.

### SNAKE Game

Link: <https://github.com/rajveersidhu/MyFirstGame>

*Developed a classic SNAKE Game in JavaScript to build foundational experience in front-end development and game logic implementation.*

Technologies: JavaScript, HTML.

## SKILLS

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Cloud Platforms:	Azure, AWS, Intune
Programming Languages:	Python, Java, JavaScript, C++, JSON, GraphQL, PowerShell, SQL, XML
Machine Learning & AI:	Llama (LLM), BERT, Natural Language Processing (NLP), PyTorch, Deep Learning
Web & Application Development:	React.js, Spring Boot, Git/GitHub
Databases & Data:	Microsoft SQL Server (2019+), MySQL, PostgreSQL, ETL tools
Systems & Infrastructure:	Active Directory (AD), SCCM, Windows Infrastructure, Group Policy (GPO), PKI
Networking & Security:	TCP/IP, DNS, VPN, Firewalls, System Logs, Role-Based Access Control (RBAC), CISSP (pursuing)
Automation & M365:	Power Automate, SharePoint Online, CoPilot Studio, Microsoft Teams
Project & Service Management:	Jira, ServiceNow, TeamDynamix, Agile, ITIL v4, Tableau (basic)