

DHRUV ARORA

Systems Administrator | Microsoft 365 & Windows Infrastructure | Endpoint & Identity Management

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Summary

Systems administrator with 7+ years of experience running Microsoft 365, Entra ID, Active Directory, and Windows Server environments across healthcare, financial services, environmental services, and retail in Canada and India. Delivered a full tenant-to-tenant Exchange Online migration for a joint-venture separation, a Pan-India laptop migration completed over a single planned weekend, and a Windows 11 rollout to 300+ endpoints in a PHIPA-regulated organization. Combines hands-on infrastructure engineering with strong service-delivery, documentation, and escalation-management skills.

Certifications

Cisco Certified Network Associate (CCNA)

CompTIA A+ Certification

Azure Administrator Associate AZ-104

Experience



Invesco Asset Management Advanced Analyst, Infrastructure CX

Mumbai, India
01/2025 - 09/2026

- Planned and executed Exchange Online mailbox migrations to a new Microsoft 365 tenant during the joint venture (JV) separation, minimizing downtime and ensuring seamless user onboarding.
- Led the migration of user data and enterprise storage to the new environment while maintaining data integrity and business continuity.
- Built and configured core infrastructure services for the new entity, including Windows Print Server and DHCP Server deployments.
- Spearheaded the migration of enterprise laptops across Pan India from the legacy environment to the new IT environment over a single planned weekend, with minimal business disruption.
- Supported endpoint provisioning, Microsoft 365 configuration, and infrastructure readiness for newly migrated users.
- Served as an escalation point for complex infrastructure incidents, coordinating resolution across support teams, infrastructure teams, and third-party vendors.
- Coordinated daily support operations and knowledge sharing for a team of 3 IT professionals supporting enterprise users and business operations.
- Analyzed recurring incident trends to drive operational improvements; authored technical documentation, migration procedures, and knowledge base articles.



Wellington-Dufferin-Guelph Public Health IT Administrator

Guelph, Canada
11/2022 - 12/2024

- Led the organization-wide deployment of Windows 11 to 300+ endpoints using WSUS with minimal disruption to business operations.
- Administered and optimized servers, storage, and network components to maintain high availability and performance in a regulated healthcare environment.
- Managed Active Directory, Microsoft Entra ID (Azure AD), Group Policy, Exchange Online, and identity management services.
- Delivered Tier 2 and Tier 3 support to 250+ users, resolving hardware, software, and connectivity issues and minimizing downtime.
- Configured and monitored mobile device management with BlackBerry UEM to enforce organizational security standards.
- Investigated phishing and unauthorized-access incidents and used Bitdefender to contain risk and protect assets.
- Maintained PHIPA compliance and conducted regular audits against provincial and federal healthcare regulations.
- Ran ongoing security awareness training on phishing identification and safeguarding personal health information.



LUMINOR Environmental Inc IT Help Desk Analyst (Sole IT Administrator)

Guelph, Canada
03/2021 - 11/2022

- Sole IT resource responsible for the organization's entire infrastructure, including servers, networks, endpoints, and peripherals.
- Oversaw installation of 6,000+ feet of Cat 6a network cabling to deliver high-speed, reliable connectivity across the organization.
- Administered the company's ERP and critical business applications, troubleshooting issues and aligning IT resources with business needs.
- Managed and delivered IT projects including system migrations, technology upgrades, and software deployments on time and within budget.
- Managed IT vendors for procurement, installation, and maintenance of third-party software and hardware, ensuring cost-effective solutions.
- Provided end-to-end technical support across the organization, resolving hardware, software, and connectivity issues quickly.

Experience

	Labusch Skywear	Kitchener, Canada
	IT Help Desk Technician	06/2019 - 02/2021

- Assisted in managing and executing IT projects, coordinating task completion, and ensuring alignment with project timelines and goals.
- Led the migration of the company's e-commerce platform from WordPress to Shopify, improving site performance, scalability, and user experience, while minimizing downtime.
- Managed the onboarding process for new hires, including workstation setup, account configuration, and orientation to ensure seamless integration into the company's IT environment.
- Provided ongoing support and maintenance for Point-of-Sale (POS) systems, ensuring minimal downtime and smooth retail operations.
- Utilized IT tools to track and manage inventory systems, ensuring accurate stock management and streamlined operations.
- Created and maintained a comprehensive knowledge base, documenting technical solutions, FAQs, and user guides to support self-service capabilities across the organization.

Education

	University of Mumbai	Mumbai, India
	Bachelor's Degree in Information Technology	2018
	Conestoga College	Kitchener, Canada
	Applied Network Infrastructure & System Administration	2020

CORE TECHNOLOGIES

Microsoft & Identity:

Microsoft 365 Tenant Administration · Exchange Online · Microsoft Entra ID · Active Directory · Group Policy · Intune · Teams · SharePoint Online

Endpoint & Patch Management: SCCM · WSUS · BlackBerry UEM · Bitdefender

Servers, Virtualization & Storage: Windows Server · VMware · Hyper-V · File & Print Services · RAID · NFS/SMB · Snapshots & Cloning

Networking & Security: DNS · DHCP · TCP/IP · VLAN · Subnetting · Routing & Switching · VPN · NAT · Firewalls · SSL/TLS/SSH · Zabbix

Backup & Recovery: VMware Backups · Veeam · Backblaze · MySQL/PostgreSQL Backup & Restore

Scripting & Automation: PowerShell · Linux Shell Scripting

Cloud & Containers: Azure · AWS · Google Cloud · Docker

ITSM: ServiceNow · ManageEngine · ITIL Practices