

Rohan Desai

SYSTEMS ADMINISTRATOR & AI ENGINEER

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PROFESSIONAL SUMMARY

Systems Administrator with **3+ years owning the full IT stack** for a 50+ user manufacturer — Microsoft 365, Entra ID, Intune, Azure, and the complete office network. Cut infrastructure costs **25%** through Azure migration, reduced manual workload **40%** with PowerShell and Python automation, and reduced security incidents **30%** through hardened identity controls. Also builds the AI that runs on that infrastructure: **self-hosted LLM deployments** on Ollama and production agents for document translation, log analysis and backup verification, with no data leaving the network.

TECHNICAL SKILLS

AI & AUTOMATION	Ollama, self-hosted LLMs, AI agent development, edge inference, Claude Code; PowerShell, Python, Bash, Microsoft Graph API
IDENTITY & ENDPOINT	Microsoft Entra ID, Intune, Autopilot, Conditional Access, MFA, Active Directory, Group Policy
MICROSOFT 365	Exchange Online, SharePoint, Teams, OneDrive, Defender, licensing, Copilot administration
CLOUD & VIRTUALIZATION	Azure (VMs, networking, storage, backup, cost management), VMware vSphere, Hyper-V
NETWORKING & VOIP	Ubiquiti UniFi, Cisco Meraki, VLANs, firewalls, VPN, DNS, DHCP; VoIP.ms (SIP trunks, DIDs, IVR/call routing)
INFRASTRUCTURE	Windows Server, Linux, backup & disaster recovery, NVIDIA Jetson Orin Nano, Raspberry Pi, IoT sensor networks

PROFESSIONAL EXPERIENCE

Systems Administrator Aug 2023 – Present

Laserglow Technologies — North York, ON · sole administrator, 50+ user hybrid environment

- Administer Microsoft 365 and Entra ID for 50+ users — identity lifecycle, Exchange Online, SharePoint, Teams and licensing; enforced MFA and Conditional Access policies that **cut security incidents 30%** within six months.
- Deployed a **self-hosted LLM server on Ollama** to process internal data without third-party exposure, and built production AI agents for document translation, automated backup verification and IT workflow automation — including lightweight agents on Raspberry Pi and NVIDIA Jetson Orin Nano edge hardware.
- Led migration of on-premises workloads to Azure (VMs, storage, backup) with minimal downtime, **reducing infrastructure costs 25%**.
- Deployed Microsoft Intune and Autopilot for device compliance, configuration profiles and application deployment, standardizing endpoint management and **reducing endpoint risk 25%**.
- Automated user provisioning, patching and reporting with PowerShell and Python, **cutting manual administration workload 40%**.
- Own the entire office network on Ubiquiti UniFi — gateways, switches and access points — including VLAN segmentation, firewall rules, VPN and Wi-Fi coverage; additional hands-on experience with Cisco Meraki.
- Administer the VoIP.ms phone system end to end: SIP endpoint provisioning, DID management, and IVR and call-routing design for office and remote staff.
- Deployed IoT environmental and equipment-monitoring sensors on segmented networks; supported device provisioning for company IoT product lines.
- Maintain a **90% end-user satisfaction rate**; led company website migration off WordPress, improving performance and removing a self-managed CMS from the patch surface.

Independent IT & AI Consultant

Ongoing

Toronto, ON · independent engagements alongside full-time practice

- Advise and deliver across Microsoft 365 and identity architecture, network design and deployment, private AI deployment, and operational automation.
- Engagements scoped and delivered end to end — assessment, implementation, documentation and handover — leaving environments maintainable without ongoing dependency.

Customer Support Representative

Apr 2022 – Aug 2023

Loblaw Companies Limited — Toronto, ON · part-time, concurrent with postgraduate studies

- Resolved 50+ customer inquiries daily at a **95% satisfaction rate**; handled escalations that cut repeat complaints 15%.

SELECTED TECHNICAL PROJECTS

Multilingual technical documentation agent

AI agent that translates full product spec sheets and manuals into **15+ languages**, preserving embedded images, document layout and technical terminology rather than flattening to raw text. Runs entirely against self-hosted inference — no document reaches an external service.

Ollama · Python · self-hosted inference

Log analysis & backup verification agent

Scheduled agent that reads backup and system logs, flags failures, and surfaces anomalous patterns by email — replacing a manual review process that depended on someone remembering to perform it.

Python · Ollama · scheduled automation

Internal chatbot on self-hosted inference

Conversational assistant over internal material, built on the in-house Ollama deployment so no internal knowledge is sent to a third-party provider.

Ollama · Python · Claude Code

Edge AI deployment

Lightweight agents deployed to Raspberry Pi and NVIDIA Jetson Orin Nano hardware alongside segmented IoT sensor networks, sized against real memory and acceleration constraints.

Jetson Orin Nano · Raspberry Pi · Linux

EDUCATION

Postgraduate Certificate, Financial Technology — Seneca Polytechnic, Toronto 2022 – 2023

3.8/4.0 · President's Honour List · Cybersecurity, Privacy Management, Data Analytics

Postgraduate Certificate, Business Analytics — Seneca Polytechnic, Toronto 2021 – 2022

3.8/4.0 · President's Honour List · Programming for Analytics, Predictive Analysis, Security & Privacy

B.Tech, Computer Science & Engineering — Navrachana University, India 2016 – 2020

Operating Systems, Network Administration, Cybersecurity, Cloud Computing, Databases

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Career Essentials in System Administration — Microsoft & LinkedIn (2024)
- PowerShell: Automating IT Administration — LinkedIn Learning (2024)
- Microsoft 365: Administration — LinkedIn Learning (2024)
- Cloud Security and Audit Fundamentals: AWS, Azure & Google Cloud — LinkedIn Learning (2024)
- Linux: System Maintenance — LinkedIn Learning (2024)