

AVADHESH DAVE

Endpoint Administrator | Cloud Security Specialist | Microsoft Intune & M365 Expert

dave.avadhesh24@gmail.com | 1-647-482-7640 | Kitchener, ON, Canada | linkedin.com/in/avadheshdave

PROFESSIONAL SUMMARY

Results-driven Endpoint Administrator and Cloud Security Specialist with 7+ years of progressive IT experience, including hands-on expertise in Microsoft Intune (MEM), Entra ID (Azure AD), Windows Autopilot, and Microsoft Defender for Endpoint. Proven track record leading 800-1,000+ device deployments across multi-site organizations with zero downtime. Skilled in PowerShell automation, Win32 app packaging, Conditional Access policy design, and compliance-driven endpoint governance. Adept at reducing provisioning timelines by 40% through automation-first approaches and driving non-compliance rates down by 35% through robust security architecture.

CORE COMPETENCIES

Endpoint & Device Management: Microsoft Intune (MEM), Windows Autopilot, SCCM Co-Management, MDM/MAM, UEM (WorkspaceOne, Blackberry UEM, Citrix)

Identity & Security: Entra ID (Azure AD), Conditional Access, MFA, Microsoft Defender for Endpoint, BitLocker Encryption, Security Baselines, RBAC

Application Deployment: Win32, MSI, Microsoft Store apps, PowerShell scripting, Proactive Remediation, Endpoint Analytics

Infrastructure & Networking: Active Directory (AD/ADDS), Group Policy (GPO), Windows Server 2012/2018, LAN/WAN, VPN, VMware/ESXi, Enterprise Backup & DR

Microsoft 365: Exchange Online, SharePoint, Teams, Office 365 Administration, Azure, Microsoft 365 Compliance Center

Certifications: CompTIA A+, Network+, Strata A+, Red Hat Certified System Administrator, Fortinet Certified Associate - Cybersecurity

PROFESSIONAL EXPERIENCE

Endpoint Administrator | Southbridge Care Homes

Jan 2026 - Present | Cambridge, ON

- Manage cloud endpoint infrastructure across 55+ Southbridge sites spanning two Microsoft 365 and Intune tenants.
- Architected and deployed a Microsoft Intune tenant and Windows Autopilot framework in a second tenant, enabling zero-touch provisioning for 800+ endpoints across 11 sites.
- Led full device lifecycle refresh (1,000+ devices) with zero downtime, reducing provisioning time by 40% through automation-first design using PowerShell hash upload scripting.
- Engineered Conditional Access policies, MFA enforcement, BitLocker encryption, and Microsoft Defender for Endpoint onboarding, reducing non-compliance incidents by 35%.
- Designed and maintained compliance policies, configuration profiles, and CIS/Microsoft security baselines, achieving audit-ready endpoint governance maturity.
- Managed enterprise-wide application deployment using Win32, MSI, and Microsoft Store packages via Intune.
- Resolved Tier 2/3 Intune policy conflicts, enrollment failures, and application deployment issues, minimizing mean time to resolution.
- Monitored endpoint health via Intune reporting dashboards and proactive remediation scripts; authored SOPs to improve team operational efficiency.

IT Analyst | Southbridge Care Homes

Aug 2025 - Present | Cambridge, ON

- Analyzed and optimized system performance across multi-site infrastructure, identifying bottlenecks and implementing targeted improvements.
- Managed and automated Microsoft 365, Azure, and Intune operations using PowerShell scripting, reducing manual administrative overhead.
- Defined technical requirements and implemented software solutions that reduced average support response times.
- Streamlined workflows and provided actionable reporting to IT leadership to support data-driven infrastructure decisions.

Internal IT Support Specialist | Eramosa Engineering (a CIMA+ Company)

Jan 2024 - Aug 2025 | Ontario

- Delivered First and Second Level support (on-site and remote) resolving hardware, software, telephony, and mobile device issues for end users across multiple teams.
- Developed and operated cloud services including Microsoft Intune and Azure, supporting MDM/MAM policy management.
- Spearheaded IT infrastructure and network administration improvements, contributing to measurable uptime improvements.
- Orchestrated mobile device deployment projects and implemented Mobile Application Management (MAM) solutions.
- Led device deployment initiatives and optimized IT inventory management processes for organizational efficiency.
- Integrated a new IT ticketing system that enhanced service delivery tracking and SLA compliance.

Technical Support Specialist | Vox Mobile

Nov 2022 - Nov 2023 | Waterloo, ON

- Configured and deployed hardware, devices, and software to employee workstations in enterprise environments.
- Administered UEM platforms including WorkspaceOne, Blackberry UEM, and Citrix to manage mobile and desktop endpoints.
- Translated complex IT issues into non-technical language for end users, improving customer satisfaction scores.
- Documented support interactions and maintenance requests, building a knowledge base that improved team efficiency.
- Collaborated with vendors to source replacement components and resolve complex technical escalations.
- Followed up post-resolution to confirm service restoration and verify end-user satisfaction.

Junior Network Administrator | HIREINFOTECH

Jul 2018 - Jul 2021 | Vaso, Gujarat, India

- Installed, configured, and administered LAN, WAN, and Internet systems; maintained all network hardware and software.
- Rewrote and updated Group Policy Objects (GPOs) during a domain migration and domain level upgrade.
- Implemented, developed, and tested file servers, print servers, and application servers.
- Managed application patching, data backup, security configuration changes, and network device management.
- Provided on-call network engineering support and resolved escalated infrastructure issues with quality service.
- Advised stakeholders on hardware and software procurement decisions with detailed technical assessments.

KEY PROJECTS & ACHIEVEMENTS

- **Enterprise Intune & Autopilot Transformation (11 Sites):** Led full cloud migration of 800+ endpoints, cutting provisioning time by 40% using automation-first design.
- **Device Lifecycle Refresh (1,000+ Devices):** Delivered zero-downtime large-scale hardware refresh with automated enrollment via PowerShell.
- **Security Architecture Uplift:** Implemented Conditional Access, MFA, BitLocker, Defender, and MAM policies that reduced non-compliance by 35% and elevated governance to audit-ready maturity.
- **Ticketing System Integration:** Led the deployment of a new ITSM ticketing platform at Eramosa Engineering, improving SLA tracking and service delivery.

EDUCATION

Applied Network Infrastructure and System Administration

Conestoga College, Kitchener, ON | May 2021 - Aug 2022

Graduated with High Distinction

Bachelor of Engineering Technology - Computer Engineering

Gujarat Technological University, Ahmedabad | 2020

Diploma Engineering - Computer Engineering

Gujarat Technological University, Ahmedabad | 2014

Honors: Dean's List - 6th Semester | Student Excellence Award

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+
- Fortinet Certified Associate - Cybersecurity

LANGUAGES

English (Professional) | Hindi (Native) | Gujarati (Native) | Punjabi (Conversational)