

BHUMIR RAVAL

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SUMMARY

Detail-oriented and proactive IT Specialist with hands-on experience in SharePoint administration, Microsoft 365 support, application debugging, and IT infrastructure management. Skilled in integrating automation tools, maintaining enterprise systems, and delivering technical solutions in high-demand environments. Strong foundation in software engineering and system analysis backed by dual Master's degrees.

EDUCATION

MS in Computer Information Science (Software Engineering) October 2026

Harrisburg University | Harrisburg, PA

MS in Information Systems May 2024

Hofstra University | Hempstead, NY

B.Tech in Electronics and Communication May 2021

Indus University | Ahmedabad, Gujarat

TECHNICAL SKILLS

Microsoft 365 Admin, Microsoft Azure, Power BI, Custom Web Application Maintenance, AI Workflow Integration, Internal Order & Inventory Systems, Python, SQL, SharePoint, ServiceNow, WordPress, Windows & Mac OS, Networking, MS Active Directory, Printer Setup, Device Imaging, Wi-Fi Setup & Support

WORK EXPERIENCE

IT Specialist March 2025 - Present

Galil Brands | Hauppauge, New York

- Administer SharePoint Online, Microsoft 365 ticketing, and resolve cross-departmental technical issues
- Maintain and debug enterprise web applications for purchase orders, inventory management, and order tracking
- Integrate AI-powered automation using Power Automate to streamline reporting and reduce manual overhead
- Build dynamic Power BI dashboards for operational reporting, improving decision-making and data transparency
- Manage full IT infrastructure including Active Directory, device setup, system updates, and network troubleshooting

IT Analyst October 2023 - May 2024

Hofstra University | Hempstead, New York

- Supported over 150 faculty members with real-time tech troubleshooting and academic software configuration
- Utilized Python and SQL to create scripts that enhanced system monitoring and troubleshooting processes
- Resolved outages and minimized disruption through fast incident response and network restoration using Cisco tools
- Improved system reliability and end-user experience by addressing performance bottlenecks in educational platforms
- Assisted in reviewing and updating documentation for IT processes, contributing to departmental SOP improvements

IT Support Technician February 2023 - September 2023

Hofstra University | Hempstead, New York

- Managed onboarding/offboarding of university IT users and configured laptops, printers, and software environments
- Triaged and resolved incidents in ServiceNow, escalating critical issues and maintaining SLA response times
- Used Microsoft Active Directory for account management, permissions control, and user authentication
- Boosted digital adoption by integrating new Microsoft 365 tools into faculty workflows and online learning systems
- Documented recurring IT issues to reduce repeat service requests and accelerate resolution efficiency

Medisonic Equipments Pvt. Ltd. | Gandhinagar, India

- Led over 25 product testing cycles, validating medical device performance and software reliability
- Optimized data flows and reduced system latency by analyzing test results using Hadoop and MapReduce
- Coordinated with the R&D team to integrate user feedback and enhance product usability and compliance
- Participated in system development and debugging, improving software scalability for healthcare clients
- Ensured product quality and regulatory compliance through detailed reporting and test result analysis

Research Paper and Project

Research Paper: Exploring Gender Bias in AI-Generated Content: A Comparative Analysis of Chatbot Responses

- Investigated gender bias in AI chatbots (ChatGPT 3.5, Gemini, and Copilot) through analysis of toy advertisement scripts using Python for data analysis, finding notable disparities in gender-specific language and imagery and underscoring the need for ethical guidelines to mitigate biases in AI technology.

Capstone Project: *Network Enhancement for UK and USA Offices*

- Planned and implemented a secure, scalable network infrastructure for a multinational organization with offices in the UK and USA. Used Cisco Packet Tracer to simulate routing protocols, segment VLANs, and implement firewall rules to reduce vulnerabilities. Focused on optimizing bandwidth usage, improving failover strategies, and enhancing overall network performance for cross-location communication. Produced full network documentation and justification reports aligned with enterprise IT best practices.

Project: Recreation and Wellness Intranet

- Designed and proposed a secure, employee-facing intranet system to promote wellness and reduce healthcare costs across a university setting. Conducted stakeholder interviews, employee surveys, and focus groups to gather functional and usability requirements. Developed detailed project documentation including Gantt charts, milestones, and risk assessments to guide system delivery. Ensured alignment with WCAG 2.1 accessibility standards, HIPAA-compliant security, and 99.5% system uptime. Proposed analytics features for tracking participation, login success, and employee satisfaction to support continuous improvement.