

# BRUNO SMITH SAGAYAM

IT Operations Professional | AI/ML Specialist | Cloud & Infrastructure

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Currently seeking full-time remote roles in AI support, AI/ML operations, and IT infrastructure

## PROFESSIONAL SUMMARY

IT Operations and AI/ML professional with 10+ years of enterprise experience delivering reliable technical support, infrastructure services, and intelligent automation across banking and MSP environments. Currently completing an Ontario Graduate Certificate in AI with Machine Learning at Humber Polytechnic (expected Sept 2026), with hands-on projects spanning NLP pipelines, deep learning, cloud ML deployment on AWS SageMaker, and cybersecurity risk prediction. Azure AI-900 certified with a proven track record of reducing incident response times by 30%, automating workflows that eliminated 40% of manual effort, and maintaining 98%+ SLA compliance in 24/7 enterprise environments. Actively seeking full-time remote roles in AI support, AI-enabled IT operations, or technical support for AI/ML platforms.

## TECHNICAL SKILLS

**AI & ML:** Python, Scikit-Learn, TensorFlow, Keras, NumPy, Pandas, NLP, TF-IDF, XGBoost, Random Forest, Deep Neural Networks, Regression & Classification, Feature Engineering, Model Evaluation (MAE, RMSE, F1)

**Cloud & MLOps:** AWS SageMaker, S3, boto3, Bayesian Hyperparameter Tuning, Model Deployment & Endpoints, Microsoft Azure, Azure AI Services, Azure Active Directory, Office 365, Docker

**Automation:** PowerShell, SCCM, Salesforce Administration, Workflow Automation, ServiceNow, JIRA

**Networking:** VPN, LAN/WAN, VLANs, DNS, SSL/TLS, Windows 10/11, macOS, PXE Booting

**Tools:** Git, GitHub, Jupyter Notebook, VS Code, ITIL, SLA Management

## ML PROJECTS — FULL CODE AT GITHUB.COM/BRUNOSMITH27

**Bank Deposit Prediction — Full ML Pipeline on AWS SageMaker** *Python · AWS SageMaker · XGBoost · boto3 · S3*

- Built complete end-to-end production ML pipeline on AWS — loaded 11,162 bank records from S3, preprocessed with one-hot encoding (17 → 52 features), trained XGBoost on cloud compute
- Ran Bayesian hyperparameter tuning across 6 automated SageMaker jobs; deployed live real-time inference endpoint achieving 73.25% accuracy on 1,675 test samples
- Properly deleted endpoint post-inference — demonstrating real cloud cost management discipline

**Security Access Risk Prediction — Deep Neural Network vs Random Forest** *Python · TensorFlow/Keras · Scikit-Learn*

- Predicted user access risk scores from cybersecurity signals (failed logins, access time deviation, location anomalies) across 1,156 clean samples
- DNN (128→64→32→1) outperformed Random Forest: MAE 4.43 vs 5.66, MAPE 11.6% vs 13.9%
- Provided senior-level analysis noting Random Forest's audit explainability advantage in regulated security environments

**News Article Classification — End-to-End NLP Pipeline** *Python · TensorFlow/Keras · Scikit-Learn · TF-IDF*

- Built and compared two NLP models on 120,000+ AG News articles: TF-IDF + Logistic Regression baseline vs Deep Neural Network
- 4-class classification (World, Sports, Business, Science/Tech) evaluated on precision, recall, and F1-score

**Indian Startup Funding Analysis — Business Intelligence from 3,044 Records** *Python · Pandas · Seaborn · Matplotlib*

- Built full data cleaning pipeline and answered 6 business questions; Bangalore attracted ~\$18B in funding, median startup raise is \$1.7M

## PROFESSIONAL EXPERIENCE

**Network Technician** | **Infinity Network Solutions (MSP)** | London, ON *2022 – Aug 2025*

- Deployed AI-assisted monitoring tools to proactively detect network anomalies, reducing incident response time by 30%

- Automated Azure AD and Office 365 provisioning workflows with PowerShell, eliminating approximately 40% of manual access management effort
- Acted as primary escalation point for complex service desk issues, resolving 95%+ of tickets within SLA using ITIL-aligned root cause analysis
- Managed endpoint deployment, configuration, and compliance for 200+ Windows 10/11 devices in distributed environments
- Built and maintained a structured knowledge base of recurring issues, reducing resolution time across the support team

**IT Operations Analyst | TD Bank Group | Toronto, ON** 2018 – 2022

- Managed high-volume incident and service request queues in a 24/7 enterprise banking environment, consistently achieving >98% SLA compliance
- Used SCCM to automate application packaging, patch deployment, and compliance reporting across thousands of endpoints
- Administered Azure Active Directory and Office 365, including user lifecycle management, RBAC configuration, and group policy enforcement
- Authored technical runbooks and documentation, reducing analyst onboarding time by 25%

**IT Operations Analyst — Salesforce Technical Team | STS InfoTech (Contractor: Cisco Systems) | Bangalore, India** 2014 – 2015

- Supported Cisco global account managers on Salesforce CRM and integrated enterprise applications, delivering 99% system uptime
- Resolved hardware, software, and networking incidents for global stakeholders via ServiceNow while maintaining strict SLA adherence

## EDUCATION

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**Ontario Graduate Certificate — Artificial Intelligence with Machine Learning**

*Humber Polytechnic, Toronto, ON | January 2026 – September 2026 (In Progress)*

**Post-Graduate Diploma — Software Testing**

*Fanshawe College, London, ON | 2016 – 2017*

**Bachelor of Computer Science**

*St. Joseph's University, Bangalore, India | 2010 – 2013*

## CERTIFICATIONS

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- Microsoft Certified: Azure AI Fundamentals (AI-900)
- Google Cybersecurity Certificate — Coursera
- ITIL Foundation — IT Service Management Best Practices

## ADDITIONAL INFORMATION

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- Eligible to work in Canada — no sponsorship required
- Based in London, ON — primarily seeking remote roles; open to hybrid
- Portfolio & projects: [brunosmith.me](https://brunosmith.me) | [github.com/brunosmith27](https://github.com/brunosmith27)