

KEANU CHETTY

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PROFESSIONAL SUMMARY

IT Analyst and Computer Science graduate with professional experience spanning Microsoft 365 administration, SaaS operations, application support, quality assurance, API integrations, automation, technical training, and technical implementation. Experienced in managing identity and collaboration systems, translating business needs into technical work, testing and launching multi-tenant software, supporting production systems after rollout, and explaining technical concepts to users with different levels of experience. Hands-on development experience across modern web, database, scripting, and cloud technologies.

SKILLS

Microsoft & IT: Microsoft 365, Entra ID, Exchange Online, SharePoint, Teams, MFA, Conditional Access, user lifecycle, licensing, application support, systems administration, production support

QA & Delivery: functional testing, UAT, regression testing, multi-tenant isolation testing, payment and integration validation, defect reproduction and triage, requirements gathering, workflow optimization, technical training, process documentation

Integrations & Platforms: Stripe, Stripe Connect, Twilio, SendGrid, Housecall Pro, TireHub, ATD, Samsara, REST APIs, webhooks, Power Automate, Scribe

Development & Data: Next.js, React, TypeScript, Node.js, Supabase, PostgreSQL, Python, SQL, JavaScript, HTML/CSS, C++, Bash, Linux, GitHub, Docker

Cloud: Azure, AWS

PROFESSIONAL EXPERIENCE

IT Analyst

GoMobile Tires USA, Remote

October 2023 - Present

- Administer Microsoft 365 for an environment of 98 licenses, including user lifecycle, licensing, MFA, Conditional Access, Exchange Online, SharePoint, Teams, mail forwarding, and security configuration.
- Support IT and application operations across a franchise network that scaled to 50+ locations at its peak, including technology onboarding and launch support for 12 locations.
- Lead quality assurance and release validation for a multi-tenant SaaS platform; helped identify, document, prioritize, retest, and drive resolution of 150+ defects across application workflows and integrations.
- Provisioned 7 isolated franchise test tenants with separate employee and customer accounts to validate end-to-end workflows, data accuracy, tenant isolation, and role-specific behavior before rollout.
- Validated Stripe payment routing and account segmentation to confirm transactions and customer data remained associated with the correct franchise tenant.
- Test and troubleshoot integrations and production workflows involving Stripe/Stripe Connect, Twilio, SendGrid, Housecall Pro, TireHub, ATD, Samsara, REST APIs, webhooks, checkout, transactional email, and payment confirmations.
- Serve as a technical liaison between business stakeholders and development teams, translating operational issues and requirements into reproducible defects, prioritized work, implementation decisions, and retest criteria.
- Built and administer a SharePoint intranet and supporting documentation; standardized training and support workflows that reduced a core training session from approximately 3 hours to 90 minutes.
- Create technical guides, process documentation, and support procedures in Scribe and Microsoft 365 to improve onboarding, reduce repeat questions, and make distributed teams more self-sufficient.

Lead Sensei

Code Ninjas, Jacksonville, FL & Livingston, NJ

January 2023 - November 2023

- Taught JavaScript programming and STEM concepts in school and dojo settings, adapting technical material for students with different ages and experience levels.
- Led camps and hands-on instruction in robotics, cryptography, and advanced Roblox development while coordinating with instructors, school administrators, and dojo managers.

Software Development Intern

Nitro Heat, Portland, OR

May 2022 - August 2022

- Worked within a professional development process covering Agile methodology and Scrum, collaborative code review, team presentations, and the software development life cycle.

Operations Lead & IT Support

YourPie, Jacksonville, FL

February 2021 - January 2023

- Supported day-to-day operations and IT needs while leading employee scheduling and workflow coordination in a fast-paced customer-service environment.
- Used Python scripting to support inventory management, improving stock accuracy and helping reduce avoidable inventory costs.

SELECTED PROJECTS

Multi-Agent Development Architecture | Personal Project

- Designed and used a Claude Code development workflow with a primary orchestrator, specialist agents, shared project blueprints, and per-agent learning files to preserve technical context across development tasks.
- Structured the workflow around reusable project rules, specialist responsibilities, review separation, and approval gates to keep multi-agent implementation aligned with a shared source of truth.

Installer Onboarding Automation | In Development

- On the team building both an approved-installer approval process and an onboarding wizard into the company's field-service platform, driven by a forecast of roughly 500 applications per month. The workflow covers identity verification, background checks, motor vehicle records, insurance validation, e-signature, approval states, and downstream API-based onboarding.
- Vendor selection and downstream integrations are still being evaluated; current work includes integration patterns, webhook flows, data ownership, and handling of sensitive applicant information.

Multi-Tenant Client Portal | Independent Project (Production)

- Built and operate a client portal with magic-link authentication, a leads inbox with CRM statuses and notes, client change requests, a markdown blog CMS with live preview, and GA4 analytics.
- Tenancy is enforced in PostgreSQL with row-level security, so each client sees only their own site's data under any query path.

Multi-Tenant SaaS Platform | Independent Project (In Development)

- Building four surfaces on one codebase - customer storefront, operator back-office, field mobile app, and platform admin - against a single data model, on Next.js, Supabase, Medusa.js and Stripe Connect.

Quorum | Personal Project (Prototype)

- Built a film and television watch-tracking web application with per-viewer taste profiles, where a recommendation for two or more people is drawn from the overlap between their profiles rather than an average of them.
- Watch tracking and single-viewer recommendations functioned; the multi-person intersection was in progress when the project was paused.

Pantry Planner | Personal Project (Prototype)

- Built a recipe, meal-planning and shopping-list application: structured recipes feed a seven-day plan, which generates a single aggregated shopping list.
- The engineering problem was the transformation between them - de-duplicating ingredients across recipes, scaling quantities with serving counts, and reconciling units so they can be summed. The full loop ran end to end.

Zerange Portfolio | Active Build

- Built and iterated a recruiter-focused personal portfolio with custom interactive motion and 3D character experiments, balancing visual design with responsive behavior, accessibility, and performance.

Small-Business Web Operations | Independent Projects

- Built and maintained three small-business websites, handling hosting, DNS, email authentication (SPF, DKIM, DMARC), deliverability troubleshooting, uptime, and ongoing site operations.

SECURITY & PROFESSIONAL DEVELOPMENT

- Practice offensive-security fundamentals in legal lab environments through Hack The Box, including reconnaissance, enumeration, exploitation, and privilege-escalation workflows.
- Experiment with physical and wireless security concepts in a personal lab using Flipper Zero and Hak5 OMG Cable hardware.
- Currently studying Microsoft Security, Compliance, and Identity fundamentals, including SC-900 subject areas.

EDUCATION

Bachelor of Science in Computer Science

Jacksonville University, Jacksonville, FL

November 2022

Minor: Cybersecurity

Activities: President, Computer Science Club; International Students Association

CERTIFICATIONS

- Career Essentials in Cybersecurity - Microsoft and LinkedIn, September 2024