

Abrar Hasnat Raiyan

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Availability: Immediate Work Rights: Full & Unrestricted

Personal Profile

Proactive IT Support professional with experience providing Level 1–2 remote and on-site technical support across enterprise and academic environments. Skilled in network monitoring, NOC operations, incident escalation, desktop services, software/hardware diagnostics, Microsoft 365/Azure AD, and ITIL-aligned service management. Adept at resolving technical issues within SLA, maintaining operational uptime, and documenting knowledge for future reference. Strong communicator, detail-oriented, and committed to delivering high-quality end-user support in fast-paced environments.

Education

University of Wollongong | School of Computer Science and Engineering
Bachelor of Computer Science (Majoring in Cyber Security)

Feb 2022 - Dec 2024

Main Courses

- System Security, Database Systems, Machine Learning Algorithms, Data Structures, and Object-Oriented Programming, Software Development Methodologies, Artificial Intelligence for Cyber Security, Network Security

Key Projects:

- Conducted a vulnerability assessment and incident triage report on a simulated enterprise network using Nmap and Metasploit, applying SOC-style investigation and escalation procedures.
- Built a network intrusion detection prototype using Wireshark and Snort to analyze suspicious traffic and enhance response playbooks.

Volunteer Work: Assisted local council twice in neighbourhood cleanup operations, contributing to community welfare initiatives.

Employment

Digital and Space Support Engineer - James Cook University

Jun 2025 – Present

- Provide Level 1–2 remote and on-site support for 1,000+ users; troubleshoot hardware, software, network, and endpoint issues.
- Monitor network and system operations, escalate unresolved incidents to relevant teams, and maintain operational uptime.
- Configure and image devices via SOE/Intune; manage Microsoft 365/Azure AD accounts including SSO/MFA and compliance policies.
- Maintain ServiceNow ticketing and asset registers, document incident resolutions and contribute to knowledge base.
- Deliver new joiner IT induction and training, ensure incident response aligns with ITIL practices and

SLA.

IT Support Technician – Land & Lease Realty

Feb 2023 – Apr 2024

- Delivered Level 1–2 technical support including Office 365, VPN, firewall configurations, and end-user hardware/software issues.
- Maintained IT asset lifecycle and inventory via ServiceNow; coordinated secure disposal and replacements.
- Supported AV, printing, and meeting room technologies; escalated faults to vendors and internal teams.
- Reduced recurring issues by 30% via user training and refined support documentation.

Technical skills

- NOC & IT Support: Incident triage, fault management, first-line support, escalation management, SLA adherence, monitoring network operations, ticketing (ServiceNow/Jira)
- Infrastructure & Networking: Windows, macOS, Linux; TCP/IP, DNS, DHCP, VLAN; VPN, routers/switches (Cisco/Meraki); network diagnostics (Wireshark/Nmap)
- Identity & Cloud: Active Directory, Azure AD, Microsoft 365, SSO/MFA, hybrid Exchange
- Desktop & End-user Support: Hardware/software troubleshooting, AV/printing equipment, IT induction/onboarding, device imaging via SOE/Intune
- Security & Compliance: ITIL Incident/Problem/Change/Service Request management, cybersecurity best practices, risk identification
- Automation & Tools: PowerShell, Python scripting, runbooks/playbooks

Certifications

- Cisco Networking
- Ethical Hacking under UOW Cyber
- Extron AV Associate
- CompTIA Security+ (In Progress)

Soft skills and Interest

- Strong communication and interpersonal skills
- Analytical problem-solving & time management

References and Availability

Availability: Immediate, Open to relocating
References available upon request