

Sergey Garbuz

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Portfolio: portfolio-website-seven-nu-13.vercel.app

Professional Summary

Entry-level IT Support professional based in Sydney with hands-on experience in cloud platforms, networking, and technical support systems. Strong communicator with a passion for troubleshooting, documenting solutions, and using AI tools to improve productivity.

Technical Skills

- 1 IT Support & Troubleshooting (Windows, macOS)
- 2 Networking Fundamentals (TCP/IP, DNS, DHCP)
- 3 Cloud Platforms (GitHub, Codespaces, Vercel)
- 4 User Account & Access Management
- 5 Security Awareness & MFA Implementation
- 6 AI Productivity Tools
- 7 Documentation & Ticketing Systems

Projects

- 1 **Cloud Portfolio Website** – Built and deployed a personal portfolio using Next.js, GitHub, and Vercel.
- 2 **Network Lab (In Progress)** – Practicing troubleshooting, device configuration, and network simulations.
- 3 **AI Study Assistant** – Exploring AI tools for learning support and workflow automation.

Relevant Experience

Customer Service & Technical Support Experience (Hospitality / Clubs Industry)

- 1 Provided frontline support for POS systems, devices, and internal software
- 2 Resolved user issues efficiently under pressure
- 3 Maintained accurate incident and resolution documentation
- 4 Supported staff with onboarding and system access
- 5 Collaborated with management and IT vendors for escalations

Education & Professional Development

- 1 Self-directed studies in IT Support, Networking, and Cloud Computing
- 2 Hands-on practice through GitHub Codespaces and labs
- 3 Ongoing learning in Cybersecurity and AI technologies