

# Mayank Sajwan

## ICT CUSTOMER SUPPORT OFFICER

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### PROFESSIONAL SUMMARY

ICT graduate with hands-on experience in systems analysis, secure data pipelines, cloud platforms, and compliance. Proficient in requirements engineering, systems integration, data analytics, cybersecurity fundamentals, and audit-ready documentation, with project exposure in regulated environments including financial services and healthcare.

### TECHNICAL SKILLS

<b>End-User &amp; Desktop Support</b>	• Windows 10/11, Level 1-2 support, incident triage & escalation
<b>Microsoft &amp; Collaboration Tools</b>	• Microsoft 365 (Teams, Outlook, SharePoint), Intune
<b>Systems &amp; Identity</b>	• Active Directory fundamentals, Oracle VM, Citrix (familiar)
<b>IT Service Management</b>	• ITIL concepts, ticketing workflows, remote support (TeamViewer, calls)
<b>Cloud &amp; Infrastructure</b>	• AWS Console: EC2, S3, Athena, Glue (monitoring, provisioning)
<b>Applications &amp; Data</b>	• Sierra Library System, REST APIs, SQL/MySQL, data validation
<b>Security &amp; Analytics</b>	• Digital forensics basics and Hack The Box

### PROFESSIONAL EXPERIENCE

#### Victoria University

Jan 2024 - Nov 2025

##### Digital Library Assistant

- Provided IT support across Windows, Microsoft 365, and end-user hardware.
- Provided Tier 1 technical support for networked peripherals (printers), diagnosing, resolving connectivity and configuration issues for students and staff.
- Utilized Library Management Systems (LMS) to manage patron records, process circulation transactions, and maintain database integrity in alignment with university data policies.
- Executed operational system protocols, including daily startup/shutdown of public-facing hardware.

#### Get2Know

Sep 2023 - Dec 2023

##### AWS Cloud Engineer

- Managed and supported AWS services (EC2, S3, Athena, Glue), ensuring availability, resolving incidents.
- Monitoring resources, and implementing basic cost optimisation with clear operational documentation.

### PROJECTS

#### SummerTech, Project Mountoken

##### Blockchain Developer

- Supported platform feature deployment and improved site usability through navigation enhancements.
- Worked with blockchain-based components and followed structured development and project workflows.

#### Smart Foot traffic (Vic Uni & Maribyrnong Council Project)

##### Machine Learning Developer

- Supported a real-world analytics system, performing data quality checks, dashboard updates, and issue resolution.
- Delivered reliable reporting for council stakeholders.

#### GroupTag (RMIT project)

##### Full Stack Developer

- Maintained a university student engagement platform integrated with LMS systems (LTI Advantage).
- Built and troubleshoot RESTful APIs and automated LMS workflows, improving system reliability.

### EDUCATION EXPERIENCE

#### Bachelor of Cybersecurity

Majors: Digital forensics, Ethical hacking  
Victoria University

Feb 2023 - Oct 2025

### CERTIFICATION

#### Microsoft Azure Fundamentals (AZ-900)

Microsoft Learn

#### Certified Cybersecurity Educator Professional (CCEP)

Red Team Leader

#### Introduction to Cybersecurity Job Simulation

Commonwealth Bank

**EXTRACURRICULAR ACTIVITIES**

**Victoria University Student Union**

**Nov 2024 - Nov 2025**

**President**

- Led the strategic direction and daily operations of a student union, advocating for a constituency of over 40,000 students.

**Victoria University - Learning Hub**

**Jan 2024 - Nov 2025**

**Student Mentor**

- Provided peer mentorship, guiding fellow students in navigating university resources and academic processes.

**Victoria University - Student Life**

**Feb 2024 - Dec 2024**

**LEAD Assistant**

- Planned and executed diverse campus events and workshops to enhance student engagement and enrich the university experience.
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