

Mayank Sajwan

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PROFESSIONAL SUMMARY

Cybersecurity graduate (Victoria University) with practical experience in endpoint support, Microsoft Intune device management, and cloud/VM infrastructure. Proven ability to troubleshoot hardware & software issues (Level 1 & 2), deliver user training, and document support procedures. Customer-focused and organised.

TECHNICAL SKILLS

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

PROFESSIONAL EXPERIENCE

Get2Know

Sep 2023 - Dec 2023

AWS Cloud Enginner

- Supported and maintained AWS services including EC2, S3, Athena, and AWS Glue, ensuring system availability and performance.
- Provisioned and monitored cloud resources, investigated issues, and resolved service-related incidents.
- Implemented basic cost-optimisation and documented configurations and operational procedures.

Victoria University - Library

Jan 2025 - Present

Student Assistant

- Provided Level 1 support for Microsoft Teams, Outlook, and SharePoint, resolving user issues.
- Supported Sierra Library System, troubleshooting access and workflow problems.
- Delivered customer-focused support in a high-volume service environment.

PROJECTS

GroupTag (RMIT project)

Dec 2023 - Mar 2024

Full Stack Developer

- Supported and maintained a university student engagement platform integrated with LMS systems (LTI Advantage).
- Built and troubleshoot RESTful APIs and automated LMS workflows, improving system reliability.
- Produced documentation and supported stakeholders with system onboarding.

Smart Foot traffic (Vic Uni & Maribyrnong Council Project)

Feb 2025 - June 2025

Machine Learning Developer

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

SummerTech, Project Mountoken

Jan 2024 - Oct 2024

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.

EDUCATION EXPERIENCE

Bachelor of Cybersecurity

Feb 2023 - Oct 2025

Majors: Digital forensics, Ethical hacking

Victoria University

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 - 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.

Victoria University - Learning Hub

Jan 2024 - Nov 2025

Student Mentor

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