

Mayank Sajwan

ICT CUSTOMER SUPPORT OFFICER

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[LinkedIn](#)

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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

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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, calls) |
| Cloud & Infrastructure | • AWS Console: EC2, S3, Athena, Glue (monitoring, provisioning) |
| Applications & Data | • Sierra Library System, REST APIs, SQL/MySQL, data validation |
| Security & Analytics | • 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 troubleshooted 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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