

Shamya Dost

Phone: Email me || shamya.dost@gmail.com

Career Objectives

I'm a tech enthusiast with a hands-on approach to optimizing IT infrastructure, whether it's at work or at home. I thrive on the challenge of combining top-notch customer service with IT expertise, turning complex issues into seamless operations. From ServiceNow to PowerShell, Exchange Support, patching, and diving into virtualization with VMWare ESXI and Proxmox, I've been tinkering and making sure systems work and are at peak efficiency. Now, I'm eager to bring my unique blend of experience and tech enthusiasm to contribute to making systems and processes the best they can be.

Current Work Experience: MS Engineer: Operations Centre | NTT Data 2021 - Current

- Performing Windows patching via Ivanti and Tanium for different clients
- Strong ServiceNow understanding
- User creation within AD systems and via PowerShell scripts
- Performing up to 10 different morning health checks for various clients
- Solving client incidents/requests within SLAs
- Most senior member in the ops team
- Updating & creating KB articles
- Troubleshooting: Assessment, system knowledge, analytical skills, testing & logic

Prior Work Experience: Logistics & Online Team Leader | Myer Chatswood 2016 - 2021

- Online fulfilment and services
- Pick & Pack skills
- WMS systems, logistics management
- Team Lead
- Analytical skills
- Fast paced environment management
- More than 5 years logistical and fulfilment experience

Education

- Bachelor of Science – Major: Networking, Minor: Cyber Security
Macquarie University 2019 - 2021

Personal attributes & Skills

- Able to adapt rapidly
- Friendly, outgoing, and enthusiastic
- Excellent Interpersonal skills
- Resourceful problem solving
- Excellent communication skills
- Enjoy working as part of a team
- Dedicated and hard working
- Great at delegation and taking lead

As per usual, there are a lot of skills and tricks I've picked up through general tinkering at home that don't fit into the above categories, such as installing windows servers, bare metal software, RasPi tinkering, pfSense setup, HTML/CSS, etc that we can also discuss at our leisure. Thanks for reading.

References will be given upon request.

Australian Born Citizen