

Amir Suleman

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Career Objective

Motivated and enthusiastic IT professional with bachelor's degree in computer network and cyber security seeking a position by utilising my acquired skills, particularly in Networking and Cyber Security. I am seeking a career in a reputable organization where I can use my knowledge and skills to add value to personal and organizational growth. Skilled in using various networking and IT Helpdesk software such as MS Office, Exchange, RDS, Cherwell and Zendesk ticketing system, Imaging techniques for data backup and SOE implementation.

Areas of expertise

- Microsoft Certified Azure administrator (Fundamentals)
- Active Directory User Management, Citrix and VPN
- Microsoft Exchange and Office 365 Administration
- Microsoft Azure and Intune device management
- Installing and configuring hardware devices such as printers, Label printers, laptops
- Helpdesk ticketing systems (Zendesk, Cherwell, Service Now)
- DNS system for printer's configurations

Education

Professional Year

Aug 2018 – Feb 2019

Performance Education, Melbourne

Key Subjects: Australian Business Culture and Environment, Applying Job Search skills, Australian Workplace Skills and Professional Business Communication

Working Rights

- Australian Citizen

Employment History

Western Health Victoria
End User Computing Support Analyst

April 2025- Present

Experienced and working on the following:

- Deploy and management of apps and end points using MS Intune.
- New and old printers configuration and setup including Label Printers.
- Providing technical support (remote and desk side) and troubleshooting technical issues related to Windows desktop OS, proprietary software, virtual desktop, mobile OS, printers, and other related IT systems or hardware.
- Assisted users to provide training and support on Microsoft Office 365 applications and other in-house health department applications like IPM, EMR, HEWS.
- Managing, prioritizing, and documenting incoming IT requests through Cherwell ticketing platform and answering calls using 3CX phone application.
- Demonstrated strong technical knowledge across hardware/software, including Win 10/11, SCCM, BitLocker, and Intune.
- Participated in projects such as EMR 2.1 deployment and upgrading computers from windows 10 to windows 11 across hospitals under Western health.
- Assisted users with password management, access provisioning, and account administration through Active Directory.
- Experienced in using Team viewer, MSRA and Citrix shadow user remote in tools to assist users with IT issues who are working remotely.
- Assisted users by enrolling their mobile devices with Intune and ensured user's devices comply with cyber security policies of company.

IPH Services Pty Ltd
Systems and support Analyst

July 2021- April 2025

Responsibilities:

- Providing Level 2 and 3 support related to printers, laptops, account administration, network and software issues.
- Ensured to provide excellent customer service and monitor Zendesk ticketing system.

- Experienced working in the law firm environment Griffith Hack and Sproson & Ferguson, assisted with onboarding users, running IT Inductions and offboarding exiting staff members.
- Replacing network hardware components and escalating issues to 3rd Party vendors for maintenance.
- Assisted and troubleshooting work from home tools like VPN (Global Protect and FortiClient) and Citrix accounts.
- Maintaining users accounts and creating new users on Active directory including managing mailboxes in O365 admin center.
- Managed and assisted enrolling devices with Intune including deploying approved applications through the Intune admin center.
- First level troubleshooting with Routers, Switches, TCP/IP and other technical issue.
- Managed security options and software i.e., Sophos antivirus in computers and networks to maintain privacy and protection from any cyber attacks.
- Imaged and configured a varied range of such label printers, Scanners, High end printers and laptops.

The Langham Hotel Melbourne

Jan 2019 – May 2021

IT Helpdesk Officer

Responsibilities:

- Managed user accounts on Active Directory including creating new accounts and providing access levels through distribution list.
- Effectively managed users' profiles on Opera, Reservist and other software's used by the company.
- Processing orders by using Material Control Software and setting them up for authorization from other managers.
- Generating tickets online with Oracle Support for troubleshooting Helpdesk tasks and communicating with online support engineers.
- Troubleshooting Level 1 and 2 requests from users regarding internet and hardware support in a timely manner.
- Programming new swipe cards and access cards for users including terminating old ones and creating new users on that server.
- Actively responding to emails of Helpdesk tasks from users and making sure all tasks are performed.
- Working with Microsoft Office 2007, 2013 and installing Outlook in user's computers.

Personal Attributes

- **Excellent problem-solving skills** – Identified the root causes and broke down problems into key issues during university projects to create user interface for the websites.
- **Attention to details** – Able to have great attention to detail to detect any tiny miscalculation and error by professionally interacting with colleagues during the internship and at various part-time jobs.

Professional Accomplishments

- Microsoft Certified Azure Fundamentals (AZ-900)
- Experienced in handling and resolving a cyber-attack including implementing new SOE.
- Assisted with big IT projects like dell laptops rolling out and Office move including setting up all IT equipment in new office.

References

Available upon request