DiChao (Daniel) Wu

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**Summary**

Results-driven IT professional with over 10 years of experience in infrastructure management, identity management, and team leadership. Proven track record of leading high-performing teams to deliver secure, scalable solutions for large organizations. Skilled in PowerShell automation, Microsoft Entra ID, and Intune, with a passion for mentoring and developing team members. Currently seeking team leader roles in IT operations, infrastructure, or service desk management.

**Work Experience**

Senior Identity Engineer

TAFE NSW

November 2024 – Present

* Mentored junior team members, fostering a culture of continuous learning and improvement, which increased team productivity.
* Ensured stakeholder satisfaction through effective communication and issue resolution, maintaining high satisfaction ratings across key projects.
* Automated identity lifecycle processes using PowerShell, boosting team efficiency and reducing manual errors.
* Led a team of 2 engineers in planning and continuously improving identity management systems, reducing system downtime.

Senior Application Operations Analyst

Clyde & Co

December 2022 - September 2024

* Managed a team of 3 analysts in administering Microsoft Intune for 600+ devices, implementing MDM/MAM policies that reduced security incidents by 20%.
* Led the automation of user provisioning and audits using PowerShell, improving operational efficiency by 30% and freeing up team resources for higher-value tasks.
* Developed team members’ skills in Power Automate and ServiceNow integration, resulting in a 40% reduction in manual service desk tasks.
* Coordinated cross-functional projects, ensuring on-time delivery and alignment with business goals.

Service Operation Analyst

Clyde & Co

November 2021 - November 2022

* Supervised the creation and management of 50+ knowledge articles, improving first-call resolution by 15% and enhancing team performance.
* Trained and mentored 20+ IT staff on new software tools, reducing support tickets by 25% and increasing team self-sufficiency.

IT Service Engineer

Sonic Healthcare

August 2021 - November 2021

* Led a team of 3 technicians in managing and optimizing Veeam backup solutions for critical servers, achieving 100% backup success and reducing Recovery Time Objective (RTO) to under 4 hours.
* Directed the migration of over 50,000 ticket records from on-premises Cherwell to ServiceNow, coordinating with cross-functional teams to ensure zero downtime and complete data integrity.
* Supervised Tier 3 support for core infrastructure services, mentoring junior staff and resolving over 200 complex tickets related to Active Directory, M365, and network connectivity, while maintaining a 98% customer satisfaction rate.
* Implemented process improvements that reduced ticket resolution time by 15%, enhancing team efficiency and service delivery.

Infrastructure Services Engineer

AIG

June 2018 - July 2021

* Led a cross-site project to decommission legacy Windows 7 systems and install Windows 10 across 4 Australian locations, managing a team of 5 engineers and completing the project on time and under budget for 400 users.
* Developed and implemented Windows Autopilot deployment profiles, automating device configuration and reducing new device deployment time by 60%, while training team members on the new process.
* Managed the upgrade of Windows Servers (2016/2019) across multiple branches, coordinating with local IT teams to ensure minimal disruption and improving system performance by 20%.
* Acted as the escalation point for complex infrastructure issues, providing guidance to junior engineers and ensuring timely resolution of critical incidents.

Senior IT Technician

SocialGen

March 2015 - June 2018

* Served as the primary IT point of contact for 150+ employees, managing all aspects of IT support and maintaining a 95% user satisfaction rating.
* Administered Windows Server 2012/2016, Active Directory, and Office 365, managing user accounts, group policies, mailboxes, and security groups.
* Coordinated the IT infrastructure setup for a new office location, including network cabling, server rack installation, and workstation deployment for 50 staff.

**Education**

Master of Information Technology University of Newcastle, 2012 - 2014

Master of Business Administration University of Newcastle, 2012 - 2014

**Skills**

* Team leadership
* Mentoring
* Project management
* Stakeholder management
* Process improvement
* PowerShell automation
* Microsoft Entra ID
* ServiceNow