

Henry Bashi

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IT Support Technician:

Results-oriented IT Support Technician with a strong computer science background, Cybersecurity certificate from Monash University, and ongoing pursuit of CompTIA Network Plus Certification. Seeking to contribute technical expertise, customer service acumen, and project collaboration skills in the role of ICT Support Technician at Jayco Corporation Pty Ltd.

Skills:

- Remote Service Desk Support
- Microsoft Azure, Active Directory, and M365 Environments
- Infrastructure Management (Servers, Desktops, Applications)
- Technical Proficiency in Windows Server, Azure, and Exchange
- Ticketing Systems and Customer Service Principles
- Security Tools: Splunk, Wireshark, Git Bash, PowerShell
- Operating Systems: Windows, Ubuntu Linux
- Network Security

Related Experience:

IT Support Technician | Bright Zone Int LLC, Melbourne, Australia | July 2022 - Present | Remote [Link](#).

1. **Provided exemplary remote service desk support:** Delivered top-tier remote service desk support, serving as the go-to point of escalation and subject matter expert for a diverse range of environments, supporting 10-100 users.
2. **Supported servers, desktops, and applications within Microsoft Azure, Active Directory, and M365 environments:** Managed and maintained servers, desktops, and applications seamlessly in Microsoft Azure, Active Directory, and M365 environments, ensuring optimal performance and user satisfaction.
3. **Delivered comprehensive support for Azure, VMWare, and Citrix cloud infrastructure:** Provided end-to-end support for Azure, VMWare, and ensuring the availability and reliability of critical systems.
4. **Contributed to occasional project teamwork to deploy solutions for customers:** Collaborated on various projects, actively contributing to the deployment of solutions for customers, showcasing adaptability and teamwork.
5. **Worked closely with highly experienced solutions experts to maintain best-practice environments:** Collaborated closely with seasoned solutions experts, leveraging collective expertise to uphold best-practice environments, fostering a culture of continuous improvement.
6. **Demonstrated an advanced understanding of end-user support and Active Directory:** Advanced proficiency in end-user support and in-depth knowledge of Active Directory, ensuring seamless operations and swift issue resolution.

Projects: [Link to Projects](#)

Monash University - Cybersecurity Program

- **Web Application Security Enhancement:** utilising tools such as VS Code, Docker Container, Azure web app, Azure Front Door, and configured Web Application Firewall (WAF)
- **Penetration Testing in ReKall Corporation's Systems:** utilising tools including Metasploit, Wireshark, BeEF, Nmap, Nessus, Burp Suite, John the Ripper, Kali Linux, Windows Server 2019, and Windows 10 in ReKall Corporation's
- **Security Operation Centre (SOC) Analyst at VSI (Virtual Space Industries):** employing Splunk Enterprise
- **Phishing Awareness Initiative:** utilising tools like ngrok, Apache Web Server, VS Code, PHP, HTML, and CSS

Education:

Certificate, Cybersecurity – Monash University, Melbourne, Australia, August 2023 [Link](#)

Bachelor of Science, Computer Science – NewPorts Institute

References are available upon request.