

AAYUSH ACHARYA

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SUMMARY

Results-driven IT Support Professional leveraging 1.5 years of technical experience and 8+ years of leadership. Specialist in M365 Administration, Entra ID, and ServiceNow with a proven ability to resolve 95% of tickets independently for a 200-user workforce. Expert in bridging the gap between complex technical diagnostics and high-touch VIP stakeholder support.

CORE TECHNICAL SKILLS

- **Identity:** Entra ID, AD, RBAC
- **OS:** Windows 10/11, macOS, iOS
- **M365:** Exchange, Teams, OneDrive
- **Security:** MFA, VPN, Conditional Access
- **Support:** Level 1/2, SLAs, Remote
- **Mgmt:** Intune, Autopilot, Assets
- **Tools:** ServiceNow, Freshservice, Jira
- **Networking:** DNS, DHCP, TCP/IP
- **Hardware:** Laptops, POS, AV, VoIP
- **Virtualization:** VirtualBox, Windows Server
- **SaaS Apps:** Lightspeed, Deputy, Monday.com
- **Soft Skills:** VIP Support, Training

PROFESSIONAL EXPERIENCE

Service Desk Analyst

Sep 2025 to Present

PwC Sydney, Barangaroo, NSW

- Deliver high-touch AV and technical support for C-Suite partners, ensuring 100% uptime for Microsoft Teams Rooms and Cisco Webex infrastructure during critical executive sessions.
- Drive incident resolution efficiency by maintaining 100% data integrity in ServiceNow, enabling rapid root-cause analysis and seamless escalation to Level 3 Engineering.
- Configure and troubleshoot hybrid meeting environments, resolving connectivity bottlenecks to guarantee seamless collaboration for remote and onsite stakeholders.
- Leverage RMM tools (TeamViewer/Intune) to provide seamless remote support, diagnosing driver failures, VPN issues, and software conflicts for off-site staff.

IT Support Officer

Jul 2023 – Sep 2025

Al Aseel Group, Sydney, NSW

- Served as the primary point of contact for 200+ staff, diagnosing and resolving 95% of L1/L2 incidents across a high-volume hospitality environment.
- Managed the end-to-end lifecycle of an iPad-based Lightspeed POS ecosystem, overseeing iOS updates, MDM enrollment, and hardware maintenance to ensure 100% trading availability.
- Orchestrated critical SaaS integrations between Lightspeed POS, payment terminals (Lightspeed Payments/Tyro), and Deputy, ensuring seamless data synchronization between sales, finance, and workforce management systems.
- Administered M365 and Entra ID (Azure AD), executing secure user onboarding and enforcing Role-Based Access Control (RBAC) across the integrated application stack.
- Spearheaded a critical infrastructure migration, moving legacy file server data to SharePoint Online and restructuring permission hierarchies for improved security.
- Administered network and telephony services, including 3CX VoIP extensions, call routing, and troubleshooting local DNS/DHCP connectivity issues.

Hospitality Leadership Roles (Various)

2017 to 2024

Sydney, NSW

- Led diverse teams of 15+ in high-pressure environments, focusing on staff training, rostering, and conflict resolution.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Provided daily deskside support to non-technical staff, assisting with password resets, login issues, and access to internal rostering apps (Deputy/Sevenrooms).
- Resolved common hardware faults on receipt printers and POS terminals, including clearing paper jams, replacing consumables, and reseating cables.

CERTIFICATIONS & TRAINING

Professional training via Coursera: (View Credentials Portfolio: aayushacharya.com.au/certifications.pdf)

- Endpoint Administrator Associate (MD-102)
- Cisco Certified Support Technician (CCST)
- Google IT Support Professional Certificate
- ServiceNow ITIL Foundation
- CompTIA A+ preparation (Core 1)

TECHNICAL PROJECTS

Enterprise Infrastructure & Security Architecture (Microsoft 365 E5) 2024 to Present

- **Identity & Access Management (IAM):** Architected a production-grade Microsoft 365 E5 tenant, implementing Entra ID (Azure AD) to manage user lifecycles and enforce strict Role-Based Access Control (RBAC) across the simulated enterprise.
- **Zero Trust Security Framework:** Engineered granular Conditional Access policies and enforced Phishing-Resistant MFA, reducing the theoretical attack surface by restricting access based on user risk and device compliance signals.
- **Endpoint Management Strategy:** Orchestrated Mobile Device Management (MDM) workflows using Microsoft Intune, configuring Windows Autopilot profiles for zero-touch device provisioning and automated patch compliance.
- **Hybrid Infrastructure Simulation:** Deployed virtualized Windows Server 2022 instances to simulate on-premise infrastructure, hardening security posture through advanced Group Policy Object (GPO) configurations and network segmentation.

DNS & Network Architecture: Administered complex public DNS zones, configuring MX and TXT records to authenticate enterprise email servers and utilizing A/CNAME records to orchestrate custom domain redirection to distributed web hosting platforms (GitHub Pages).

EDUCATION

Bachelor of Computer Applications (Cloud & Security) In Progress

Manipal University (Online/Part-time)

- **Academic Focus:** Specializing in software/web development, Cyber Security, Hybrid Cloud infrastructure, and Enterprise Network Administration.
- **Relevant Coursework:** Enterprise Cloud Computing, Network Security Fundamentals, Linux System Administration, Database Management Systems (DBMS).

Diploma of Hospitality Management 2020 – 2022

Salford College of Business and Hospitality, Sydney

- **Relevance:** Gained formal training in operational leadership, staff management, and conflict resolution which directly supports current Service Desk stakeholder management.
- **Key Competencies:** Managing Business Operational Plans, Financial Management (Budgeting), WHS Compliance, and Customer Service Excellence.

Bachelor of Information Technology (Undergraduate Coursework) 2018 – 2020

King's Own Institute (KOI), Sydney

- Completed 2 years of core coursework building a foundational understanding of the software development lifecycle (SDLC) and network architecture.