

AAYUSH ACHARYA

Full Working Rights

Liverpool, NSW 2170 | 0448 113 330 | aayushh@outlook.com.au

linkedin.com/in/aayushacharya | github.com/hi-its-aayush | aayushacharya.com.au |

PROFESSIONAL SUMMARY

IT Support Professional with a focus on ITSM (Freshservice/ServiceNow) and Microsoft 365 administration. Leveraging 8+ years of service experience to deliver technical support. Currently managing VIP Hospitality Operations at PwC Sydney while completing advanced certifications in Intune and Networking.

RELEVANT IT EXPERIENCE

IT Support Officer

Al Aseel Group

July 2023 to July 2024

Bankstown, NSW

- Provided Level 1/2 Support within a 3-person IT team serving 200+ staff (1:70 ratio), managing the daily ticket queue in Freshservice.
- Resolved 15-25 team incidents daily, personally closing 5-6 tickets related to Lenovo Laptops, HP Servers, and user access.
- Administered 3CX VoIP System, managing SIP ports (5060/5061), Digital Receptionists, and user onboarding/offboarding.
- Escalated P1/P2 infrastructure incidents to L3 System Administrators with detailed root-cause analysis and logs.
- Managed Microsoft Exchange Online, handling mailbox creation, distribution groups, and shared mailbox permissions.

Venue Systems and Operations Specialist

Al Aseel Group (The Paper Mill Food)

July 2024 to September 2025

Liverpool, NSW

- Hybrid Operations & IT Role: Served as the primary escalation point for POS (Lightspeed) and network configuration issues.
- Maintained local network connectivity and configured ISP failover protocols, achieving 100% trading uptime.
- Managed user account lifecycle (onboarding/offboarding) for 25+ staff, ensuring strict Role-Based Access Control (RBAC) compliance.

CERTIFICATIONS

Vendor-authorized professional training via Coursera: (View full Portfolio at aayushacharya.com.au/certifications.pdf)

- Microsoft Certified: Endpoint Administrator Associate (MD-102)** – Intune, Autopilot (Jan 2026)
- Cisco Certified Support Technician (CCST)** – Networking & Security (Jan 2026)
- ServiceNow Fundamentals** – Incident Management, ITIL Workflows (Jan 2026)
- Google IT Support Professional Certificate** – Systems Administration (Dec 2025)

TECHNICAL PROJECTS

Microsoft 365 Enterprise Tenant Administration | Home Lab

2024 to Present

- Deployed a production-grade M365 Business tenant, configuring Entra ID (Azure AD) for user lifecycle management.
- Self-hosted personal website handling DNS record management (A, CNAME, MX) to ensure correct routing.
- Virtualized Windows Server instances (VirtualBox) to test Group Policy Objects (GPOs) and network security configurations.

IT Documentation & Knowledge Base

2021 to Present

- Created troubleshooting SOPs and built an internal knowledge base using SharePoint/Confluence to reduce repetitive requests.

TECHNICAL SKILLS

- Identity & Access:** Microsoft Entra ID, User Management, RBAC, MFA, Group Policy (GPO)
- Endpoint Mgmt:** Microsoft Intune, Windows Autopilot, Windows 10/11, Patch Management
- Networking:** TCP/IP, DNS, DHCP, ISP Failover, Palo Alto GlobalProtect (VPN)
- Support Tools:** Freshservice, ServiceNow, Jira, 3CX VoIP (Port 5060/5061), Remote Desktop, Event Viewer
- Hardware:** Lenovo Laptops, HP Servers, POS Terminals, Cisco Webex, Printers

OTHER PROFESSIONAL EXPERIENCE

Catering and Events Supervisor

September 2025 to Present

PwC Sydney

Barangaroo, NSW

- Manage high-stakes meeting operations for C-Suite partners, ensuring seamless usage of AV/Conferencing technology.
- Log accurate, detailed incident reports in ServiceNow to assist technical teams, maintaining clear stakeholder communication.

Prior Hospitality Career (Various Leadership Roles)

2017 to 2022

Sydney, NSW

- Assistant Manager & Team Leader roles focused on high-volume customer service and staff training.(detailed roles can be made available upon request)

EDUCATION

Bachelor of Computer Applications (Cloud & Security)

Jan 2026 to 2029

Manipal University Jaipur

Online

- Core Coursework: Cloud Computing, Network Security. Weekend study; full-time availability.

Bachelor of Information Technology

2018 to 2020

King's Own Institute (KOI), Australia (partial)