AAYUSH ACHARYA

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PROFESSIONAL SUMMARY

IT Support Officer with hands-on Level 1/2 experience supporting Windows 10/11 users, Microsoft 365, Active Directory (Entra ID), and network troubleshooting. Proven in incident management, first-contact resolution, and user support in fast-paced environments. Seeking a full-time IT Support Officer or Service Desk Analyst role.

RELEVANT IT EXPERIENCE

IT Support Officer — July 2023 to July 2024
Al Aseel Group — *Bankstown, NSW*
- **Level 1/2 Support:** Selected from operations to cover 12-month maternity leave, managing daily help desk tickets and endpoint troubleshooting while reporting to the System Administrator.
- Resolved 95%+ of Level 1/2 support tickets involving POS, hardware, software, and network issues.
- Escalated critical infrastructure issues to the System Administrator with clear documentation and root-cause analysis.
- Troubleshot hardware and software issues using Windows Event Viewer, network connectivity, and application logs.
- Coordinated with external vendors for equipment maintenance and system upgrades.

Venue Systems and Operations Specialist — July 2024 to September 2025
Al Aseel Group (The Paper Mill Food) — *Liverpool, NSW*
- **Hybrid Operations & IT Role:** Managed operational workflows and technical systems across **three high-volume venues**, serving as the escalation point for POS (Lightspeed) and network issues.
- Configured and maintained network infrastructure including Wi-Fi systems, DHCP settings, and network security protocols across all locations.
- Managed user account lifecycle (onboarding/offboarding) for 25+ staff across Lightspeed, Deputy, and SevenRooms, ensuring role-based access control (RBAC) compliance.

TECHNICAL PROJECTS

Microsoft 365 & Windows Server Home Lab — 2024 to Present
- Deployed and managed a Microsoft 365 Business tenant, configuring Azure Active Directory (Entra ID) users, groups, and security policies aligned with common enterprise IT practices.
- Self-hosted and managed personal website (aayushacharya.com.au), handling DNS record management (A, CNAME, MX) and routing configurations.
- Built virtualized test environments using VirtualBox to deploy Windows Server instances, testing Group Policy Objects (GPOs) and network security configurations before implementation.

IT Documentation & Knowledge Base — 2021 to Present
- Created comprehensive troubleshooting guides and SOPs for technical issues. Built internal knowledge base using SharePoint/Confluence, structuring content to reduce repetitive support requests.

CERTIFICATIONS

- MD-102: Endpoint Administrator Associate
- Google IT Support Professional Certificate

TECHNICAL SKILLS

- **Service Desk Operations:** Ticket logging, prioritisation, escalation, incident resolution, user support
- **Help Desk & Support:** Incident Management, Remote Support, Root-Cause Analysis, Hardware/Software Troubleshooting, SLA Compliance, User Training, Technical Documentation
- **Networking & Security:** TCP/IP, DNS, DHCP, Wi-Fi Configuration, SOHO Router Setup, Access Control, User Access Management (IAM), Security Compliance
- **Systems Administration:** Windows 10/11, Active Directory (AD DS), Azure AD (Entra ID), Group Policy (GPO), PowerShell Scripting, User Provisioning
- **Tools:** Microsoft 365 Suite, ServiceNow, Freshservice, Zoom/Webex, Lightspeed POS, VirtualBox

OTHER PROFESSIONAL EXPERIENCE

Events and Hospitality Supervisor — September 2025 to Present
PwC Sydney — *Barangaroo, NSW*
- **First-Line AV Support:** Serve as the primary on-site troubleshooter for executive boardroom technology (Cisco Webex) and conferencing equipment, ensuring connectivity for high-stakes client meetings.
- **Bridging Operations & IT:** Act as the technical liaison between non-technical staff and internal IT teams, logging incident details to speed up resolution times for escalated hardware issues.

Assistant Restaurant Manager — August 2022 to July 2023
Al Aseel Group (Bankstown Sports Club) — *Bankstown, NSW*
- Managed user accounts (Lightspeed/Deputy) and provided first-line POS troubleshooting during peak operations.

EDUCATION

Bachelor of Computer Applications — 2025 to 2029 (Expected)
Manipal University Jaipur — *Online / Distance Learning*
Weekend study; full-time weekday availability with unrestricted working rights.

Diploma of Information Technology — 2018 to 2020
King's Own Institute (KOI), Australia