

AAYUSH ACHARYA

Full Working Rights

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PROFESSIONAL SUMMARY

IT Support Professional with expertise Microsoft 365 administration. Experienced in managing ticket lifecycles, SLA compliance, vendor coordination, and VoIP phone systems. Leveraging 8+ years of high-pressure 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

July 2023 to July 2024

Al Aseel Group

Bankstown, NSW

- Selected to cover 12-month maternity leave as the sole IT contact, managing all technical diagnostics and vendor relationships.
- Resolved 95%+ of support tickets involving POS hardware, Windows endpoints, and critical Tyro EFTPOS connectivity.
- Diagnosed hardware/software crashes using Windows Event Viewer, network logs, and remote connectivity tools.
- Managed ticket lifecycle from creation to closure, maintaining SLA compliance for response and resolution times.
- Escalated complex infrastructure issues to the System Administrator with detailed root-cause analysis.
- Coordinated with external vendors for equipment maintenance, ensuring minimal downtime for trading operations.

Venue Systems and Operations Specialist

July 2024 to September 2025

Al Aseel Group (The Paper Mill Food)

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 across Lightspeed, Deputy, Sevenrooms, Monday.com ensuring strict Role-Based Access Control (RBAC) compliance.
- Processed service requests including software installations and change requests requiring senior management approval.

CERTIFICATIONS

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

- Ticketing & ITSM:** FreshService, ServiceNow; Incident/Problem Management, SLA Compliance, Ticket Lifecycle Management, Root Cause Analysis, Change & Service Request Processing
- 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)
- VoIP & Telephony:** 3CX Phone System, Softphone/Hardware Phone Configuration, User Onboarding, Password Resets, Call Handling, Ring Groups, Digital Receptionist
- Support Tools:** Remote Desktop, PowerShell (Basic), Event Viewer, Public Response & Private Notes Documentation
- Hardware:** POS Terminals, Cisco Webex Room Kits, Printers, Server Racks

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.

EDUCATION

Bachelor of Computer Applications

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)