

AAYUSH ACHARYA

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PROFESSIONAL SUMMARY

IT Support Specialist (Google IT) with hands-on experience in Active Directory, network troubleshooting, and M365 administration. Currently leveraging technical background to provide first-line AV and operational support in corporate environments. Seeking to transition full-time into an IT Support Analyst role, supported by a strong home-lab portfolio and unwavering customer service focus.

RELEVANT IT EXPERIENCE

IT Support Specialist

July 2023 to July 2024

Al Aseel Group

Bankstown, NSW

- **Level 1/2 Support Lead:** 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 incoming support requests (POS, Network, Hardware) independently, escalating only critical infrastructure changes to the System Admin with detailed root-cause analysis.
- Troubleshoot hardware and software issues using Windows Event Viewer analysis, network connectivity testing, and application log review.
- 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

Enterprise Home Lab & Cloud Administration

2024 to Present

- Deployed and managed a Microsoft 365 Business tenant, configuring Azure Active Directory (Entra ID) users, groups, and security policies to replicate enterprise architecture standards.
- 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

- Microsoft Certified: Endpoint Administrator Associate (MD-102) (In Progress)
- Google IT Support Professional Certificate
- Microsoft 365 Ecosystem

TECHNICAL SKILLS

- **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, Jira, 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

Classes scheduled on weekends; Full working rights and 24/7 availability Mon-Fri.

Diploma of Information Technology

2018 to 2020

King's Own Institute (KOI), Australia