

AAYUSH ACHARYA

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IT Support Officer / Service Desk Analyst | Full Working Rights

PROFESSIONAL SUMMARY

Service Desk Analyst with Level 1 IT support experience for 200+ users across multi-site environments. Skilled in Windows 10/11, macOS, Microsoft 365, Jamf, and incident management via Freshservice and ServiceNow. Strong first-call resolution record and SLA adherence with clear user communication.

CORE SERVICE DESK SKILLS

- Level 1 IT Support / Service Desk
- Incident & Request Management
- Microsoft 365 (Teams, OneDrive)
- Active Directory (User Accounts)
- Freshservice / ServiceNow
- Windows 10/11, macOS & iOS Support
- MDM Administration (Jamf, Intune)
- Remote Support Tools (TeamViewer)
- SLA Adherence & Escalation
- End-User Communication

PROFESSIONAL EXPERIENCE

Conference & Events Support

Sep 2025 to Present

PWC SYDNEY, Barangaroo, NSW

- Provide technical support for Microsoft Teams, Webex, and AV systems during executive meetings.
- Log incidents in ServiceNow with clear, detailed notes, enabling fast escalation to Level 2/3 teams.
- Deliver calm, professional support under high-pressure, time-sensitive scenarios.
- Ensure all conference technology is operational, maintaining 100% meeting availability.

Service Desk / IT Support Officer

Jul 2023 to Sep 2025

AL ASEEL GROUP, Sydney, NSW

- Acted as the primary Level 1 Support contact for 200+ users across 7 sites.
- Managed fleet of iPad POS devices using Jamf, handling remote profiles, updates, and compliance.
- Administered user accounts and access permissions in Microsoft 365, Active Directory, and SaaS platforms including Lightspeed, Sevenrooms, Deputy, and Monday.com.
- Managed 3CX VoIP telephony system, handling extension creation, call routing, and handset provisioning.
- Troubleshoot Windows 10/11 login issues, printer connectivity, and hardware faults using remote support tools.
- Performed IT onboarding for new staff, configuring laptops, email accounts, and ensuring access to business apps.
- Escalated complex infrastructure issues to Level 2/3 teams with detailed troubleshooting documentation.

Hospitality & Customer Service Leadership

2017 to 2023

- Developed strong conflict resolution, communication, and high-volume workflow management skills.

TECHNICAL PROJECTS & HOME LAB

Microsoft 365 Enterprise Tenant Administration

- Deployed a production-grade M365 Business tenant, configuring Entra ID for user lifecycle management.
- Configured MFA and Conditional Access policies to simulate enterprise identity security controls.
- Validated Intune device enrollment policies and Autopilot configurations.

CERTIFICATIONS & TRAINING

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

- Endpoint Administrator Associate (MD-102)
- Cisco Certified Support Technician (CCST)
- ServiceNow Fundamentals (Incident Mgmt)
- CompTIA A+ (Core 1)
- Google IT Support Cert

EDUCATION

Bachelor of Computer Science (part-time/online)
MANIPAL UNIVERSITY JAIPUR

In Progress