

AAYUSH ACHARYA

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PROFESSIONAL SUMMARY

IT Support Professional with a focus on ServiceNow incident management and Microsoft 365 administration. Leveraging 8+ years of high-pressure service experience to deliver technical support with a proven track record of resolving 95% of tickets independently. 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

- 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.
- Escalated complex infrastructure issues to the System Administrator with detailed root-cause analysis.
- Coordinated with L3 vendors for equipment maintenance, ensuring minimal downtime for trading operations.

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:** ServiceNow (ITIL), Jira, Remote Desktop, PowerShell (Basic), Event Viewer
- Hardware:** POS Terminals, Cisco Webex Room Kits, Printers, Server Racks

OTHER PROFESSIONAL EXPERIENCE

Catering and Events Supervisor

PwC Sydney

September 2025 to Present

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)

Sydney, NSW

2017 to 2022

- Assistant Manager & Team Leader roles focused on high-volume customer service and staff training.

EDUCATION

Bachelor of Computer Applications (Cloud & Security)

Manipal University Jaipur

Jan 2026 to 2029

Online

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

Bachelor of Information Technology

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

2018 to 2020