

AAYUSH ACHARYA

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PROFESSIONAL SUMMARY

Certified IT Support Specialist (Google IT) with hands-on experience administering Active Directory, managing user access, and troubleshooting TCP/IP networks. Combines technical expertise with elite customer service skills gained in high-pressure hospitality management roles to deliver rapid, user-friendly technical resolutions.

CERTIFICATIONS

- Cisco Certified Support Technician (CCST) – IT Support
- Google IT Support Professional Certificate
- Introduction to Cybersecurity Careers
- Microsoft 365 Ecosystem
- Artificial Intelligence on Microsoft Azure

TECHNICAL SKILLS

- **Help Desk & Technical Support:** Incident Management, Ticket Triage, Remote Support, Technical Diagnostics, Root-Cause Analysis, Hardware/Software Troubleshooting, User Account Management, First-Call Resolution, SLA Compliance, End-User Training, Technical Documentation
- **Ticketing & ITSM:** ServiceNow, ITSM Platforms, Issue Tracking, Incident Documentation, Knowledge Base Management
- **Networking:** TCP/IP, DNS, DHCP, Wi-Fi Configuration, Network Troubleshooting, SOHO Router Setup, Cisco Systems, LAN/WAN Fundamentals
- **Systems Administration:** Windows 10/11, macOS, Linux Command Line, Active Directory Administration, PowerShell Scripting, User Provisioning, Group Policy, System Imaging, Patch Management
- **Security:** Cybersecurity Fundamentals, Access Control, Data Protection, User Access Management, Security Compliance
- **Applications & Tools:** Microsoft 365 Suite (Teams, Outlook, SharePoint, OneDrive, Word, Excel), Microsoft Azure, Remote Desktop, VPN Configuration, Lightspeed, Deputy, SevenRooms, Humanforce, Monday.com

PROFESSIONAL EXPERIENCE

Events and Hospitality Supervisor

PwC Sydney

September 2025 – Present

Barangaroo, NSW

- Manage audiovisual systems for executive boardrooms including (Cisco Webex), troubleshooting connectivity and conferencing equipment with zero downtime tolerance in corporate environment supporting 1,000+ users
- Respond to escalated technical incidents using systematic troubleshooting and root-cause analysis, consistently resolving hardware/software issues within SLA requirements
- Coordinate with external vendors and internal IT teams for escalated issues, managing service requests and ensuring minimal business disruption

Venue Systems and Operations Specialist

Al Aseel Group (The Paper Mill Food)

July 2024 – September 2025

Liverpool, NSW

- Managed complete technical support lifecycle across three venues, troubleshooting enterprise POS systems (Lightspeed), reservation platforms (SevenRooms), and networking equipment including switches and wireless access points
- Created and configured user accounts across multiple systems (Lightspeed POS, Deputy, SevenRooms), implementing role-based access controls aligned with security policies
- Reduced technical support requests by 30% through knowledge base development and user training programs for 25+ staff members
- Provided first-line and second-line support for hardware failures, software errors, and connectivity issues, documenting all incidents with detailed troubleshooting steps
- Configured and maintained network infrastructure including Wi-Fi systems, DHCP settings, and network security protocols across all locations

IT Support Specialist	July 2023 – July 2024
<i>Al Aseel Group</i>	<i>Bankstown, NSW</i>
<ul style="list-style-type: none"> Provided Level 1 and Level 2 technical support for POS systems, reservation platforms, and networking infrastructure, managing 15-20 support requests daily with 95%+ first-call resolution rate Managed complete user account lifecycle including provisioning, modification, and deprovisioning across enterprise systems, ensuring compliance with security policies and access control standards Troubleshoot hardware and software issues using Windows Event Viewer analysis, network connectivity testing, and application log review Developed comprehensive technical documentation including troubleshooting flowcharts, FAQ documents, and quick-reference guides Coordinated with external vendors for equipment maintenance, system upgrades, and complex technical issues; maintained network infrastructure performing regular system health checks and implementing security patches 	
Assistant Restaurant Manager	
August 2022 – July 2023	
<i>Al Aseel Group (Al Aseel Bankstown Sports Club)</i>	
<ul style="list-style-type: none"> Delivered first-line technical support for operational software and POS systems, troubleshooting system errors during peak business hours Provisioned and deprovisioned user accounts across Lightspeed, Deputy, and SevenRooms with role-based access controls Created system documentation library including troubleshooting guides, SOPs, and training materials; generated weekly operational reports 	

Food and Beverage Supervisor	February 2021 – August 2022
<i>Al Aseel Group (Al Aseel Bankstown Sports Club)</i>	
<ul style="list-style-type: none"> Operated and troubleshooted reservation management systems and POS technology, providing frontline user support and technical training Managed inventory control systems and performed data reconciliation with head office reporting platforms 	

TECHNICAL PROJECTS

Enterprise Home Lab & Cloud Administration	Present
<ul style="list-style-type: none"> Deployed and managed a Microsoft 365 Business tenant, configuring Azure Active Directory (Entra ID) users, groups, and security policies to simulate enterprise environments 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 – Present	
<ul style="list-style-type: none"> Created comprehensive troubleshooting guides and SOPs for technical issues in corporate and operational environments. Built internal knowledge base using SharePoint/Confluence with searchable articles and categorized content, reducing repetitive support requests by 40%. 	

EDUCATION

Bachelor's of Computer Application	2025 – 2029 (Expected)
<i>Manipal University Jaipur</i>	
Coursework: Operating Systems, Network Security, Data Communication, Python Programming, Cloud Computing, DBMS, Software Engineering, Unix & Shell Programming	
Diploma and Advanced Diploma of Information Technology	
2018 – 2020	
<i>Federation University, Australia</i>	
Coursework: Network Fundamentals, Database Management, Systems Analysis	
Diploma of Hospitality Administration/Management	
2022	
<i>Salford College Australia</i>	

KEY ACHIEVEMENTS

- Manage enterprise-level technical operations at PwC Sydney supporting 1,000+ daily users with zero tolerance for technical failures
- Achieved 95%+ first-contact resolution rate and reduced support requests by 30% through systematic troubleshooting and knowledge base implementation
- 8+ years of professional experience including technical leadership roles managing teams of 15+ employees
- Completed Cisco CCST and Google IT Support Professional certifications with consistent SLA compliance

References gladly provided upon request