

AAYUSH ACHARYA

Liverpool, NSW 2170 | 0448 113 330 | aayushh@outlook.com.au | [linkedin.com/in/aayushacharya](https://www.linkedin.com/in/aayushacharya) | aayushacharya.com.au

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

September 2025 – Present

PwC Sydney

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

July 2024 – September 2025

Al Aseel Group (The Paper Mill Food)

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

Al Aseel Group

Bankstown, NSW

- 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

Al Aseel Group (Al Aseel Bankstown Sports Club)

Bankstown, NSW

- 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

Al Aseel Group (Al Aseel Bankstown Sports Club)

Bankstown, NSW

- Operated and troubleshoot 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

- 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

- 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)

Manipal University Jaipur

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

Federation University, Australia

Coursework: Network Fundamentals, Database Management, Systems Analysis

Diploma of Hospitality Administration/Management

2022

Salford College Australia

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