

AAYUSH ACHARYA

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PROFESSIONAL SUMMARY

IT Support Professional leveraging 8+ years of professional customer service experience with hands-on experience in M365 tenant administration, Entra ID, and Intune device management. Skilled in managing ITSM workflows via Freshservice and administering 3CX VoIP systems.

RELEVANT IT EXPERIENCE

IT Support Officer

July 2023 to July 2024

Al Aseel Group

Bankstown, NSW

- Provided Level 1/2 Support across 7 restaurant sites and a warehouse, managing the daily ticket queue in Freshservice.
- Administered 3CX VoIP System, Digital Receptionists, and user onboarding/offboarding.
- Escalated P1/P2 infrastructure incidents to L3 System Administrators with detailed root-cause analysis and logs.
- Managed Microsoft Exchange Online, handling mailbox creation, distribution groups, and shared mailbox permissions.
- Managed and maintained assets records including laptops, iPads for POS.

Venue Systems and Operations Specialist

July 2024 to September 2025

Al Aseel Group (The Paper Mill Food)

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) in Lightspeed, Sevenrooms, Deputy, Monday.com 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](https://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)
- **Pearson Certified: CompTIA A+ Core 1 Prep** – Hardware, Mobile Devices, Network Config (Jan 2026)

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.

Enterprise Job Simulations (Virtual Experience) | *Forage*

Jan 2026

- **Datacom Service Desk:** Completed practical tasks in technical issue resolution, customer support, and ticket escalation.
- **nbn™ Trainee Field Technician:** Simulated fibre connection installation and resolved fibre-optic network faults.

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:** Freshservice, ServiceNow, Jira, 3CX VoIP (Port 5060/5061), Remote Desktop, Event Viewer
- **Hardware:** Lenovo Laptops, HP Servers, POS Terminals, Cisco Webex, Printers

OTHER PROFESSIONAL EXPERIENCE

Catering and Events Supervisor

September 2025 to Present

PwC Sydney

Barangaroo, NSW

- Manage high-stakes meeting and catering operations for C-Suite partners.
- Log accurate, detailed incident reports in ServiceNow to assist technical teams, maintaining clear stakeholder communication.

Prior Hospitality Career (Various Leadership Roles)

2017 to 2022

Sydney, NSW

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

EDUCATION

Bachelor of Computer Applications (Cloud & Security)

Jan 2026 to 2029

Manipal University Jaipur

Online

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

Bachelor of Information Technology

2018 to 2020

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