AAYUSH ACHARYA

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PROFESSIONAL SUMMARY

IT Support Specialist (Google IT) with hands-on experience in Active Directory, network troubleshooting, and M365 administration. Currently leveraging technical background to provide first-line AV and operational support in corporate environments. Seeking to transition full-time into an IT Support Analyst role, supported by a strong home-lab portfolio and unwavering customer service focus.

RELEVANT IT EXPERIENCE

IT Support Specialist   July 2023 - July 2024
Al Aseel Group   *Bankstown, NSW*
- **Level 1/2 Support Lead:** Selected from operations to cover 12-month maternity leave, managing daily help desk tickets and endpoint troubleshooting while reporting to the System Administrator.
- Resolved 95%+ of incoming support requests (POS, Network, Hardware) independently, escalating only critical infrastructure changes to the System Admin with detailed root-cause analysis.
- Troubleshot hardware and software issues using Windows Event Viewer analysis, network connectivity testing, and application log review.
- Coordinated with external vendors for equipment maintenance and system upgrades.

Venue Systems and Operations Specialist   July 2024 - September 2025
Al Aseel Group (The Paper Mill Food)   *Liverpool, NSW*
- **Hybrid Operations & IT Role:** Managed operational workflows and technical systems across **three high-volume venues**, serving as the escalation point for POS (Lightspeed) and network issues.
- Configured and maintained network infrastructure including Wi-Fi systems, DHCP settings, and network security protocols across all locations.
- Managed user account lifecycle (onboarding/offboarding) for 25+ staff across Lightspeed, Deputy, and SevenRooms, ensuring role-based access control (RBAC) compliance.

CERTIFICATIONS

- Microsoft Certified: Endpoint Administrator Associate (MD-102) (In Progress)
- Google IT Support Professional Certificate
- Microsoft 365 Ecosystem

TECHNICAL SKILLS

- **Help Desk & Support:** Incident Management, Remote Support, Root-Cause Analysis, Hardware/Software Troubleshooting, SLA Compliance, User Training, Technical Documentation
- **Networking & Security:** TCP/IP, DNS, DHCP, Wi-Fi Configuration, SOHO Router Setup, Access Control, User Access Management (IAM), Security Compliance
- **Systems Administration:** Windows 10/11, Active Directory (AD DS), Azure AD (Entra ID), Group Policy (GPO), PowerShell Scripting, User Provisioning
- **Tools:** Microsoft 365 Suite, ServiceNow, Jira, Zoom/Webex, Lightspeed POS, VirtualBox

OTHER PROFESSIONAL EXPERIENCE

Events and Hospitality Supervisor   September 2025 - Present
PwC Sydney   *Barangaroo, NSW*
- **First-Line AV Support:** Serve as the primary on-site troubleshooter for executive boardroom technology (Cisco Webex) and conferencing equipment, ensuring connectivity for high-stakes client meetings.
- **Bridging Operations & IT:** Act as the technical liaison between non-technical staff and internal IT teams, accurately logging incident details to speed up resolution times for escalated hardware issues.
- Provide ad-hoc technical assistance to floor staff for mobile ordering devices and POS systems.

Assistant Restaurant Manager   August 2022 - July 2023
Al Aseel Group (Bankstown Sports Club)   *Bankstown, NSW*
- Managed user accounts (Lightspeed/Deputy) and provided first-line POS troubleshooting during peak operations.

Food and Beverage Supervisor   February 2021 - August 2022
Al Aseel Group (Bankstown Sports Club)   *Bankstown, NSW*
- Rapidly promoted from Waiter to Supervisor; provided technical training to new staff.

Technical Projects

Enterprise Home Lab & Cloud Administration 2024 - Present
- Deployed and managed a Microsoft 365 Business tenant, configuring Azure Active Directory (Entra ID) users, groups, and security policies to replicate enterprise architecture standards.
- 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. Built internal knowledge base using SharePoint/Confluence, structuring content to reduce repetitive support requests.

Education

Bachelor of Computer Applications 2025 - 2029 (Expected)
Manipal University Jaipur *Online / Distance Learning*
Classes scheduled on weekends; Full working rights and 24/7 availability Mon-Fri.

Diploma and Advanced Diploma of Information Technology 2018 - 2020
KOI, Australia

Diploma of Hospitality Administration/Management 2022
Salford College Australia