

# AAYUSH ACHARYA

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## PROFESSIONAL SUMMARY

Certified 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.

## 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

## TECHNICAL PROJECTS

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|---|-----------------|
| <b>Enterprise Home Lab &amp; Cloud Administration</b>   | 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 ( <a href="https://aayushacharya.com.au">aayushacharya.com.au</a> ), 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.           |                 |
| <b>IT Documentation &amp; Knowledge Base</b>  | 2021 to Present |
| – Created comprehensive troubleshooting guides and SOPs for technical issues. Built internal knowledge base using SharePoint/Confluence, structuring content to reduce repetitive support requests. |                 |

## PROFESSIONAL EXPERIENCE

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| <b>Events and Hospitality Supervisor</b><br><i>PwC Sydney</i>  | September 2025 to Present<br><i>Barangaroo, NSW</i>  |
| – <b>First-Line AV Support:</b> Serve as the primary on-site troubleshooter for executive boardroom technology (Cisco Webex) and conferencing equipment, ensuring connectivity for high-stakes client meetings.        |  |
| – <b>Bridging Operations &amp; IT:</b> 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 while managing daily catering operations.   |  |
| <b>Venue Systems and Operations Specialist</b><br><i>Al Aseel Group (The Paper Mill Food)</i>  | July 2024 to September 2025<br><i>Liverpool, NSW</i> |
| – <b>Hybrid Operations &amp; IT Role:</b> Managed operational workflows and technical systems across <b>three high-volume venues</b> , 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.   |  |

**IT Support Specialist (Contract / Maternity Cover)**

July 2023 to 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.
- Troubleshoot 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.

**Assistant Restaurant Manager**

August 2022 to July 2023

*Al Aseel Group (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.

**Food and Beverage Supervisor**

February 2021 to August 2022

*Al Aseel Group (Bankstown Sports Club)**Bankstown, NSW*

- Rapidly promoted from Waiter to Supervisor due to quick adaptability with venue systems; provided frontline user support and technical training to new staff.

**EDUCATION**

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**Bachelor of Computer Applications**

2025 to 2029 (Expected)

*Manipal University**Online / Distance Learning**Classes scheduled on weekends; Full working rights and 24/7 availability Mon-Fri.***Diploma and Advanced Diploma of Information Technology**

2018 to 2020

*Federation University, Australia***Diploma of Hospitality Administration/Management**

2022

*Salford College Australia*