

# 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

Al Aseel Group

July 2023 to July 2024

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.

### Venue Systems and Operations Specialist

Al Aseel Group (*The Paper Mill Food*)

July 2024 to September 2025

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.

## TECHNICAL PROJECTS

### Enterprise Home Lab & Cloud Administration

2024 to 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](http://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 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.

## 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

PwC Sydney

September 2025 to Present

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, logging incident details to speed up resolution times for escalated hardware issues.

### Assistant Restaurant Manager

Al Aseel Group (*Bankstown Sports Club*)

August 2022 to July 2023

Bankstown, NSW

- Managed user accounts (Lightspeed/Deputy) and provided first-line POS troubleshooting during peak operations.

## EDUCATION

### Bachelor of Computer Applications

Manipal University Jaipur

Classes scheduled on weekends; Full working rights and 24/7 availability Mon-Fri.

2025 to 2029 (Expected)

Online / Distance Learning

### Diploma of Information Technology

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

2018 to 2020