

# AAYUSH ACHARYA

## Full Working Rights

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## PROFESSIONAL SUMMARY

IT Support Professional with expertise Microsoft 365 administration. Experienced in managing ticket lifecycles, SLA compliance, vendor coordination, and VoIP phone systems. Leveraging 8+ years of high-pressure service experience to deliver technical support. Currently managing VIP Hospitality Operations at PwC Sydney while completing advanced certifications in Intune and Networking.

## RELEVANT IT EXPERIENCE

### IT Support Officer

July 2023 to July 2024

*Al Aseel Group*

*Bankstown, NSW*

- Selected to cover 12-month maternity leave as the sole IT contact, managing all technical diagnostics and vendor relationships.
- Resolved 95%+ of support tickets involving POS hardware, Windows endpoints, and critical Tyro EFTPOS connectivity.
- Diagnosed hardware/software crashes using Windows Event Viewer, network logs, and remote connectivity tools.
- Managed ticket lifecycle from creation to closure, maintaining SLA compliance for response and resolution times.
- Escalated complex infrastructure issues to the System Administrator with detailed root-cause analysis.
- Coordinated with external vendors for equipment maintenance, ensuring minimal downtime for trading operations.

### 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) for 25+ staff across Lightspeed, Deputy, Sevenrooms, Monday.com ensuring strict Role-Based Access Control (RBAC) compliance.
- Processed service requests including software installations and change requests requiring senior management approval.

## CERTIFICATIONS

Vendor-authorized professional training via Coursera: ([View full Portfolio at 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)
- Google IT Support Professional Certificate** – Systems Administration (Dec 2025)

## 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.

### IT Documentation & Knowledge Base

2021 to Present

- Created troubleshooting SOPs and built an internal knowledge base using SharePoint/Confluence to reduce repetitive requests.

## TECHNICAL SKILLS

- Ticketing & ITSM:** FreshService, ServiceNow; Incident/Problem Management, SLA Compliance, Ticket Lifecycle Management, Root Cause Analysis, Change & Service Request Processing
- 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)
- VoIP & Telephony:** 3CX Phone System, Softphone/Hardware Phone Configuration, User Onboarding, Password Resets, Call Handling, Ring Groups, Digital Receptionist
- Support Tools:** Remote Desktop, PowerShell (Basic), Event Viewer, Public Response & Private Notes Documentation
- Hardware:** POS Terminals, Cisco Webex Room Kits, Printers, Server Racks

## OTHER PROFESSIONAL EXPERIENCE

### Catering and Events Supervisor

September 2025 to Present

*PwC Sydney*

*Barangaroo, NSW*

- Manage high-stakes meeting operations for C-Suite partners, ensuring seamless usage of AV/Conferencing technology.
- 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

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)*