

JOBY LASERNA

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PROFESSIONAL SUMMARY

Recent graduate in Computer and Information Sciences with hands-on experience as an IT Support Technician. Proven skills in troubleshooting, system administration, and technical support, with a focus on delivering efficient results and innovation. Passionate about learning technology and applying it to real world challenges in dynamic team settings.

WORK EXPERIENCE

Optimize Business Solutions

Technical Consultant / IT Support Technician Intern

July 2025- October 2025

- Hands-on experience with Microsoft 365 Admin Center / Exchange Admin Center
- Assisted with device provisioning and imaging of 100+ client desktops for clients upgrading to Windows 11.
- Learned to support identity and access management by working with Microsoft Azure (Entra ID) to manage user roles and permissions.
- Learned endpoint management tools like Microsoft Intune to support device compliance, application deployment, and security policies.
- Developed and documented PowerShell scripts to automate administrative tasks, reducing manual workload and minimizing errors.
- Maintained an accurate ticket register to document issues, solutions, and outcomes, supporting knowledge sharing and future troubleshooting.
- Assisted senior technicians to troubleshoot hardware, software, and network issues, gaining hands-on IT experience.
- Performed daily basic security checks and recorded findings in Excel to support ongoing system monitoring to SMB-focused endpoint and identity protection.

Chemist Warehouse

Senior Pharmacy Assistant

March 2021 - July 2025

- Delivered excellent customer service in a fast-paced, high-pressure environment.
- Accurately managed tickets, prescriptions, and stock with strong attention to detail.
- Supported and trained new staff to learn store operations and standards.
- Assisted with daily store operations, compliance, stocktake, and promotions.

EDUCATION

Auckland University of Technology (AUT)

Bachelor of Computer and Information Sciences

2023 - 2025

- Majoring in: Networks and Cybersecurity
- Minor in: Software Development

Related Coursework: Network and System Administration, Operating Systems, Enterprise Networks, Network Security, Computer Network Applications, Networks and Internet, ITPM, Database System Design, and Web Development.

CERTIFICATIONS & LICENSES

- CCNA: Enterprise Networking, Security, and Automation
- CCNAv7: Switching, Routing, and Wireless Essentials
- Network Security Certification
- CyberOps Associate Certification
- MS-102: Microsoft 365 Administrator Expert - John Cristopher (Training)
- Full NZ Driver's License

PROJECTS EXPERIENCE

Campbell and Starr Bakers' Network

- Designed and implemented a virtual business network based on real client requirements.
- Configured servers and PC hosts with Active Directory, DNS, and DHCP.
- Set up IP addressing and network configurations (for reliable connectivity)
- Wrote a PowerShell script to automate AD user creation and permission assignment

PowerShell Automation & Security Hardening – Internship Project

- Built and maintained 100+ PowerShell scripts for device provisioning, security baselining, and cloud configuration.
- Automated Windows device hardening including BitLocker, Defender, Firewall, ASR rules, and Secure Boot
- Developed scripts for Entra ID, Intune, Exchange, Teams, SharePoint, Defender, and Purview administration.
- Reduces manual provisioning time and configuration errors through scripted workflows and documentation.

LSS Cybersecurity Framework

- Conducted research to identify recurring security challenges across the SDLC for large-scale systems.
- Designed a phase-based DevSecOps cybersecurity framework for environments supporting 70,000+ users.
- Mapped real-world security controls to SDLC phases to enable consistent, auditable security practices.
- Delivered an evidence-based framework that would guide large organizations to implement consistent, auditable security controls across the SDLC.

Service Desk System

- Built a service desk system using Java and GitHub for version control.
- Implemented secure user registration, login, and logout functionality.
- Developed a ticketing system with database storage, filtering, and status updates.
- Supported multiple account roles, including IT staff and guest users.

TECHNICAL SKILLS

- Networking: TCP/IP, DHCP/DNS, VLANs, VPN, OSPF, NAT, Routing & Switching, Cisco IOS.
- Cloud & Endpoint: Microsoft 365, Intune, Autopilot, Entra ID (Azure AD).
- Scripting & Programming: PowerShell, Python, SQL, Java, HTML, PHP.
- System & Support: Windows, Linux, Active Directory, HaloPSA, NinjaRMM, Office 365.
- Security & Tools: Access Control Lists (ACLs), IDS/IPS, Nmap, Guardz (SIEM), Firewalls, Network Hardening.
- Virtualization: Hyper-V, Windows Server.