

# JOBY LASERNA

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## PROFESSIONAL SUMMARY

I am an ardent graduate from AUT with a degree in Networks and Cybersecurity, seeking a System Administrator or IT Support role, with a passion for problem-solving and collaborating with others. I bring previous experience with an MSP and am confident to contribute to an IT team from day one. I enjoy taking on challenges and approaching them with dedication and attention to detail. I am always eager to learn new skills, explore new tech, and embrace experiences that help me grow professionally and personally.

## WORK EXPERIENCE

Optimyze Business Solutions, Auckland, New Zealand

### Technical Consultant / IT Support Technician (Fixed Term)

July 2025- October 2025

- Hands-on experience with Microsoft 365 Admin Center / Exchange Admin Center
- Assisted with 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.
- Shadowed senior technicians to troubleshoot hardware, software, and network issues, gaining hands-on IT experience in real-world support scenarios.
- Performed daily basic security checks through Guardz, and recorded findings in Excel to support ongoing system monitoring to SMB-focused endpoint and identity protection.

Chemist Warehouse, Auckland, New Zealand

### Pharmacy Assistant

March 2021 - Present

- 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 with store operations and standards.
- Assisted with daily store operations, compliance, stock take and promotions.

## PROJECTS EXPERIENCE

### Campbell and Starr Bakers' Network

- Designed and implemented a virtual business network solution based on business requirements.
- Configured network devices, servers, and PC hosts, including IP addressing and connectivity setup.
- Installed and configured Windows Server services including Active Directory, DNS, and DHCP.
- Developed a PowerShell script to automate AD user creation and permission assignment.

### PowerShell Automation & Security Hardening

- 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.

### Cybersecurity Challenges in Large Software Scale Projects (LSSC Framework)

- Completed a final-year team R&D project focused on literature-based research to design a practical cybersecurity framework for large-scale software environments (70,000+ users).
- Developed an SDLC-aligned framework that integrates security early across development, testing and deployment.
- Collaborated with clients, mentors, and team members through regular meetings, documentation, and emails.

## EDUCATION

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Auckland University of Technology, Auckland, New Zealand

2023 - 2025

### Bachelor of Computer and Information Sciences, Majoring in: Networks and Cybersecurity

**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.

GPA: 6.37/10.00

## CERTIFICATIONS & LICENSES

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Cisco Networking Academy

- Enterprise Networking, Security, and Automation
- Switching, Routing, and Wireless Essentials
- Network Security Certification
- CyberOps Associate Certification

Licenses

- Full Car License

## TECHNICAL SKILLS

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- **Networking:** TCP/IP, DHCP/DNS, VLANs, VPN, OSPF, NAT, Routing & Switching, Cisco IOS
- **Microsoft 365 & Identity:** Microsoft 365 Admin Center, Entra ID (Azure AD), Exchange, Intune
- **System & Support:** Windows, Windows Server, Active Directory, Linux, Office 365, HaloPSA, NinjaRMM
- **Security & Tools:** Firewalls, ACLs, IDS/IPS, Network Hardening, Nmap, Guardz (SIEM)
- **Scripting & Programming:** PowerShell, SQL, Python, Java, HTML, PHP

## PERSONAL SKILLS

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### Strong Communicator

Able to communicate clearly and confidently with team members, clients, and stakeholders, ensuring information is shared accurately and efficiently.

### Adaptability

Highly adaptable in changing and high-pressure environments, able to learn new skills quickly and adjust to new tasks, and responsibilities.

### Problem Solving

Strong problem-solving skills, by using logical and creative thinking to identify issues allows me to explore multiple solutions, and deliver effective results.

### Resilience

I demonstrate resilience by embracing challenges, learning from setbacks, and maintaining a strong drive to continuous learning.

### Team Collaboration

I demonstrate resilience by embracing challenges, learning from setbacks, and maintaining a strong drive to continuous learning.

## VOLUNTEERING & INTERESTS

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Life Expressions Church

2020 - Present

### Tech Team

- Manage tech inventory, live streaming, and lighting system.
- Support church IT operations by administering Microsoft 365 accounts and devices access.
- Drums, Physical Fitness, Snowboarding

## REFERENCES

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\*References are available upon request.\*