JOBY LASERNA

Papakura, 2110 Auckland | 022-538-6653
jmr.laserna@gmail.com | www.linkedin.com/in/jose-laserna

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

Optimyze Business Solutions, Auckland, New Zealand

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, Auckland, New Zealand

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, Auckland, New Zealand

Bachelor of Computer and Information Sciences, 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

December 2025

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

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.

REFERENCES

*References are available upon request. *