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

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 - 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.

EDUCATION

Auckland University of Technology (AUT)   *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

Cisco Networking Academy

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

Licenses

- Full Car License

PROJECTS EXPERIENCE

Campbell and Starr Bakers' Network - Case Study

- Designed and implemented a virtual business network based on real client requirements.
- Configured Window Server (AD DS) with Active Directory, DNS, DHCP, and joined client PC's to domain.
- 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.

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 software projects.
- Developed a framework to support secure software delivery across the full Software Development Life Cycle (SDLC), integrating security early.
- Designed the framework with scalability in mind, targeting environments supporting 70,000+ users.
- Collaborated with clients, mentors, and team members through regular meetings, documentation, and emails.

Service Desk System

- Built a service desk system using Java and GitHub with my partner.
- 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
- **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

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

Life Expressions Church   *2020 - Present*

Tech Team

- Manage inventory, live streaming, and lighting system.
- Administer church devices via Microsoft 365 Admin Center
- Drums, Basketball. Snowboarding