

Liya Thomas

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SUMMARY

I am a detail-oriented IT Support professional with experience in service desk support, end-user assistance, and technical troubleshooting. Skilled in Microsoft 365, Active Directory, hardware and software troubleshooting, and IT ticketing systems, I provide efficient solutions to maintain reliable systems and improve user productivity. Confident in supporting staff at all levels, documenting issues, and delivering excellent customer service, I am proactive, adaptable, and committed to continuous learning and contributing effectively to IT teams.

EXPERIENCE

ICT Service Desk Analyst Officer Altec Colledge

June–Present , Melbourne

- Provided first-level IT support to staff and students, resolving hardware, software, and network issues.
- Managed user accounts in Active Directory, including password resets and access requests.
- Logged and tracked incidents through the ITSM ticketing system, ensuring timely resolution
- Supported Microsoft 365 applications and delivered guidance on collaboration tools

Customer Service Coles

April 2022–Present , Armstrong

- Resolved minor customer concerns and reported larger issues promptly.
- Maintained cleanliness and safety standards throughout the store.
- Trained and supported new team members in customer service standards and store operations, ensuring smooth onboarding and team performance

Service Desk Reddy Express

April 2024 – April 2025, Anglesea

- Resolved customer issues and escalated complex problems when necessary.
- Managed digital and POS systems to ensure smooth transactions and accurate data entry.
- Provided information on services and products using strong communication, contributing to an positive customer experience.
- Trained and mentored junior team members, providing guidance on POS systems and customer service procedures.

Data Analyst Cyber Security Link

January 2024- September 2024, Williamstown

- Worked with customer and product data to find useful trends and patterns.
- Prepared clear reports and summaries for the management team.
- Helped the team understand data to improve decisions.
- Focused on accuracy when entering and cleaning data.

IT Support Role Deakin University

February 2022- August 2022, Geelong

- Handled inbound calls and responded to emails to provide technical assistance to students and staff.
- Documented support activities and maintained accurate service records.'
- Assisted with password resets, account configurations, and software installations.

Frontline Services Administrator Health Oasis Hospital

November 2020- Janl 2022, Riyadh

- Welcomed patients and visitors, offering clear guidance and ensuring a positive first impression.
- Responded to phone and in-person inquiries, directing patients to the right departments and supporting staff.
- Completed data entry, billing, and general administrative tasks to keep daily operations running smoothly.
- Accurately managed patient registrations, bookings, and medical records while maintaining confidentiality

EDUCATION

Professional Year

ECA • Geelong • 2024-2025

Bachelor of Cyber Security

Deakin University • Geelong • 2021-2024

CERTIFICATIONS

- IT Service Desk Fundamentals & Customer Service
- Troubleshooting IT & Remote Administration
- Root Cause Analysis & Incident Management
- DevOps Foundations
- ITIL – Putting ITIL into Practice
- Excel Essential Training

SKILLS

ITSM (Service Now, JIRA) | Incident & Problem Management | Major Incident Coordination | Team Leadership & Mentoring | Stakeholder Engagement | Microsoft 365 (Excel, Word, PowerPoint, Outlook, Teams) | Change & Release Support | ICT Infrastructure & Asset Management | Customer-Focused Service Delivery | High-Pressure Incident Response | Workflow Documentation & Knowledge Base Development | Collaboration & Communication

LANGUAGE

English | Hindi | Malayalam | Arabic | Tamil | Telugu

