

PROFESSIONAL SUMMARY

Motivated and technically skilled IT support professional with over 5 years of hands-on experience across help desk, field support, and freelance technical environments. Proven ability to troubleshoot hardware and software issues, support end users both remotely and onsite, and manage independent projects. Adept at building user trust, resolving issues efficiently, and maintaining a high standard of service. Now seeking an entry-level IT Help Desk position to return to a structured IT environment and contribute long-term technical value.

KEY SKILLS

- Technical Support (Remote & Onsite / Field Support)
 - Windows OS & macOS
 - Active Directory & User Account Management (Microsoft Exchange)
 - VOIP Configuration (Cisco, Spark Console / Voice over IP Systems)
 - Office 365 / Microsoft Teams / Outlook
 - Ticketing Systems (RITO, iLog, Internal)
 - Laptop/Desktop Imaging & Setup (Device Provisioning / PC Deployment)
 - Customer Communication & End-User Support (Client Support / Customer Service)
 - Self-Management, Documentation, Prioritization
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WORK EXPERIENCE

Field Technician – Interloc Lockers (Apr 2024 – May 2025)

- Delivered first-level support via phone and email.
- Attended client sites for hardware installations and issue resolution (Field Support).
- Configured Passtech systems, including access point setup for training environments.
- Participated in R&D testing and prototype configuration of new locking solutions.
- Managed and documented field service jobs using Zoho ticketing system to ensure task tracking and resolution.
- Performed **monthly hardware stocktakes** using Excel to track products across multiple job sites.
- Proposed and trained colleagues on **Sortly**, a cross platform (Mobile / Web based) inventory app, to streamline asset tracking (project not implemented due to management decisions).

Freelance IT Support / 3D Modding & Digital Sales (2020 – Current)

- Operated a successful Ko-fi shop with over 1,000 sales, offering custom 3D rigs and digital content for the modding community.
- Provided informal tech support including laptop reimaging, software installations, and PC deployment.
- Delivered client support through screen sharing, guides, and voice communication.
- Managed storefront, version control, customer service, and promotional materials.

IT Service Desk Analyst – VetPartners (Apr 2018 – Mar 2020)

- Acted as the sole NZ IT contact, providing 1st-level remote and onsite support.
- Utilized TeamViewer and AnyDesk to troubleshoot and support end users.
- Installed and configured new hardware and responded to urgent support needs.
- Supported third-party medical software (VisionVPM / Covetrus) and internal IT tools.
- Documented issues and tracked incidents via internal ticketing system.

IT Help Desk – NZ Tertiary College (Nov 2016 – Apr 2018)

- Provided technical support for staff and students (remote & in-person).
- Responsible for end-to-end **user onboarding and offboarding**, including creating and disabling accounts in **Active Directory** and **Exchange**, managing user permissions, and ensuring smooth transitions across IT systems. Maintained backups, resolved physical network faults, and managed IT assets.
- Used RITO ticketing system and contributed to IT documentation.
- Utilized **Lansweeper** for asset discovery and auditing of classroom computers and networking equipment.
- Maintained up-to-date asset records, including hardware configuration and warranty details.
- Assisted in setting up and decommissioning devices across student labs.
- Supported device allocation, serial number tracking, and loss prevention logs.

Technical Advisor (iOS Level 2) – Concentrix / AppleCare (Aug 2015 – Nov 2016)

- Delivered Tier 1–2 support for iOS and macOS users via phone and screen sharing.
- Managed technical cases using iLog; maintained high customer satisfaction.
- Mentored junior advisors and assisted on escalated technical issues.

PROJECT HIGHLIGHTS

AUT Research Project (2023)

- Evaluated Appium, Espresso, and Katalon for mobile app testing.
- Developed Java-based test scripts and conducted automation trials.

Home Lab Projects (2025)

Practical experience deploying IT infrastructure in a controlled virtual environment.

Automated Windows Deployment via PXE Boot

- Built a fully functional deployment lab using Windows Deployment Services (WDS), DHCP, and Active Directory Domain Services (AD DS)
- Successfully deployed custom Windows 10 Pro images via PXE with automated setup using unattend.xml and image servicing tools
- Configured domain join, AutoLogon, computer naming, and OOBE skipping during the specialize and oobeSystem configuration passes
- Isolated lab traffic using NAT and DHCP-scoped networking, ensuring no interference with external networks or devices
- Resolved partitioning and setup errors, analyzed deployment logs (setupact.log, setuperr.log), and debugged domain join issues

- Created domain user accounts for deployment and RDP testing; developed understanding of OU structure and GPO basics
- Gained practical experience using Windows System Image Manager (WSIM) and Windows ADK for unattended image configuration

Personal Portfolio Project (React)

- **Designed and deployed** a responsive, single-page portfolio website using **React**, **GitHub Pages**, and **Material-UI**, styled with modern component-based architecture.
- Demonstrates practical understanding of **JavaScript ES6+**, **JSX**, **routing**, and **React Hooks**, with clean separation of concerns and reusable component structure.
- Configured version control and automated deployment pipeline using **Git**, **npm**, and the **gh-pages** package.
- Optimized for GitHub Pages hosting and tested compatibility across major browsers and mobile devices.
- Developed and maintained a WordPress-based rigging portfolio (Archived / Freelance project).
- Portfolio: <https://strigonone.github.io/strigonportfolio>

MissionReady Projects (2021)

- Built a C#/Xamarin wellbeing tracker app and full-stack React/Node.js web app.
- Integrated AI features: Azure Cognitive Search, LUIS, AWS Rekognition.
- Deployed applications using Docker, CI/CD, MongoDB, and Figma-based UX design.

EDUCATION & CERTIFICATIONS

Master of Computer & Information Sciences – AUT - 2023

Second Class, First Division Honours

Bachelor of Computer & Information Sciences – AUT - 2015

MissionReady HQ – 2021

- Certificate in Applied Digital Technology (Level 6)
- ICAgile Certified Professional

TECHNICAL TOOLS

Windows OS | macOS | Office 365 | Active Directory | Microsoft Teams | Outlook | Microsoft Exchange | SCCM | TeamViewer | AnyDesk | Git | Visual Studio | VS Code | Postman | Azure DevOps | 3DS Max | Photoshop | Figma

OTHER SKILLS

Rigging educator | Fast learner | Detail-oriented | Diagnostic problem-solver | Windows OS expert | Strong communicator & team player