

Career Objective

Enthusiastic and technically skilled IT Support Specialist with full working rights in Australia and proven experience delivering technical support in fast-paced environments. Experienced in troubleshooting hardware, software, and network issues while providing efficient end-user support. Proficient in Windows OS, Microsoft 365, and ticketing systems such as ConnectWise. Skilled in managing service tickets, user accounts, and IT processes aligned with ITIL practices. A strong communicator committed to delivering excellent customer service and continuously improving IT systems. Currently seeking an opportunity to contribute technical expertise and grow within a dynamic IT team.

Technical Skills

- **Operating Systems:** Windows troubleshooting; Windows 7/8/10/11, Windows server 2019/2021.
- **Hardware:** PC assembly, peripherals, printer setup, and repair.
- **Networking:** Basic network troubleshooting, Wi-Fi, IP, DNS, and DHCP.
- **Applications:** Microsoft 365, Intune, Exchange, MS Administration, SharePoint, Teams, Zooms, Sasboss.
- **Remote Troubleshooting:** RDP, TeamViewer for remote support.
- **User Account Management:** Active Directory, Azure AD, password resets, permissions, & Group Policies.
- **Device compliance Management:** BYOD and corporate device management (Microsoft-Intune, Domain join), IOS/Android.
- **Monitoring tools:** N-Sight
- **Ticketing Systems:** ConnectWise
- **Backup and Recovery:** OneDrive configuration, Share point, Clove data backup.
- **Security:** Two-factor authentication (MFA), Conditional access, Geo-Blocking.
- **IT service management:** SLA and ITIL framework adherence, KB documentation incident logging and escalation

Professional Experience

Help Desk Technician

KeyTech | **Brisbane** | **May 2025 – Present**

- Delivered L1/L2 technical support, managing account resets, printer access, and user email setups to ensure smooth IT operations.
- Performed device enrollment in Microsoft Intune and created/configured user profiles to ensure secure device management and access.
- Installed, configured, and maintained hardware and software systems, applying updates and patches to optimize performance.
- Provided remote support and handled technical escalations, improving resolution times and minimizing downtime.
- Configured and maintained network drive mappings, ensuring seamless access to shared resources for end users.
- Implemented cybersecurity measures to protect sensitive company data and reduce exposure to potential threats.
- Managed user accounts, including creation, modifications, password resets, and permission assignments.
- Conducted onboarding and offboarding processes, setting up network logins, email accounts, and permissions while guiding users according to company policies.

Helpdesk Support Officer

Info Metric

Brisbane

Feb 2024-Jan 2025

- Delivered IT support through phone, email, in-person, and remote tools such as TeamViewer to assist employees and resolve technical issues.
- Managed user accounts in Active Directory, including account creation, password resets, and permission assignments.
- Performed network device maintenance, including monitoring device status and applying firmware updates.
- Diagnosed and resolved hardware, software, and network issues, including DNS, DHCP, VPN, Wi-Fi, and LAN/WAN connectivity.
- Provided end-user support by troubleshooting and maintaining network access and IT services.
- Supported Microsoft 365 applications and audiovisual devices to ensure seamless daily operations.

Soft Skills

- **Problem-Solving:** Addressed and resolved complex technical challenges utilizing analytical skills and troubleshooting methodologies.
- **Customer Service Orientation:** Provided exceptional support services, leading to high levels of customer satisfaction.
- **Effective Communication:** Facilitated clear and concise communication with users and team members to ensure efficient issue resolution.
- **Time Management:** Prioritized assignments effectively and adhered to deadlines in a dynamic work environment.
- **Adaptability:** Demonstrated quick adaptation to new technologies and processes, contributing to continuous improvement.
- **Team Collaboration:** Engaged in collaborative efforts with colleagues and cross-functional teams to accomplish shared objectives.

Certification

Microsoft 365 Certified: Fundamental

Education

Bachelor of Information technology

Griffith University, Nathan

Advanced Diploma of Network Security

Queensford College, Brisbane

Diploma of Information Technology

Queensford College, Brisbane

References

Available upon request.