

SUMMARY

Reliable and approachable IT Professional with hands-on experience supporting hybrid IT environments across education, broadcast, and government sectors. Skilled in providing responsive onsite and remote support for hardware, software, and cloud systems including Microsoft 365, Azure AD, and Intune. Strong background in troubleshooting AV systems, classroom technology, and network devices, with a commitment to clear communication and excellent customer service. Recognized for professionalism, patience, and a proactive approach to helping users at all technical levels.

EDUCATION

Technical Further Education (TAFE NSW)	Wollongong, NSW
<i>Certificate III In Information Technology Networking</i>	Dec 2019
<i>Certificate IV In Information Technology System Administration</i>	Nov 2022
<i>Diploma In Information Technology (General IT)</i>	Sep 2023

Certifications

- Microsoft Azure Fundamentals (AZ-900)
- Multi-cloud Network Associate (Aviatrix)
- Cloud Computing Foundations (TAFE NSW)
- Introduction to Linux (TAFE NSW)

TECHNICAL SKILLS

- **IT Support & Systems:** Windows 10/11 installation and configuration, Active Directory, Azure AD, Intune management, Microsoft 365 administration (Exchange, Teams, OneDrive, SharePoint), Citrix, Remote Desktop, hardware troubleshooting
- **Application Support:** SaaS, ERP, CRM, EDMS, Microsoft 365, Azure cloud services, Azure DevOps, CI/CD pipelines, basic Docker and virtualization
- **Networking & Security:** User access management, identity and access control, network device setup and troubleshooting, security compliance, system integration
- **Service Management & Tools:** ServiceNow, Jira, Confluence, SLA management, knowledge base documentation
- **Automation & Scripting:** PowerShell, Bash, task automation, Windows Task Scheduler
- **Databases & Applications:** SQL Server, MySQL, Postman (API testing), SharePoint Online
- **Service Management:** ServiceNow, Jira, Confluence, SLA management, technical documentation, knowledge base creation
- **Collaboration & Development:** Agile & Scrum methodology, Microsoft Office Suite, C#, VB.NET, JavaScript, React (cross-functional collaboration)

RELEVANT EXPERIENCE

NSW State Emergency Service (SES)	NSW, Australia
<i>Technology Services Support Officer (Contractor)</i>	September 2025 – Present
<ul style="list-style-type: none">• Oversee deployment and management of Windows devices across operational teams using Microsoft Intune, ensuring compliance with agency standards and security policies.• Administer device configurations, application assignments, and remote support, supporting both field and office-based personnel.• Provide responsive technical support via ticketing systems, resolving hardware, software, and connectivity issues in coordination with internal teams.• Monitor device health and performance, apply troubleshooting procedures and escalating complex issues when necessary.• Maintain accurate asset records and assist with inventory tracking for mobile and desktop devices.• Collaborate with IT operations to support user onboarding, device replacements, and policy updates.	

Freelancing

NSW, Australia

IT Support & Web Development

Apr 2025 - Present

- Provide house-to-house IT support for individuals and small businesses, including computer setup, troubleshooting, networking, and system maintenance.
- Design and develop websites using WordPress, Next.js, React, and Express.js, ensuring responsive, secure, and user-friendly designs.
- Customize and manage WordPress themes, plugins, and hosting environments, assisting clients with updates and training.
- Build and maintain Lua-based scripts and systems for game server frameworks (FiveM and RedM), enhancing functionality and automation.
- Handle full project lifecycles from consultation to delivery, maintaining clear communication and client satisfaction.

WIN Television

NSW, Australia

System Support Technician

December 2022 – March 2025

- Delivered advanced troubleshooting and incident resolution across enterprise systems, including applications, databases, and integrations.
- Provided day-to-day system administration and support across broadcast and traffic IT systems.
- Designed and deployed a Real-Time Slot Availability Viewer using C#, SQL Server, and REST APIs, improving operational efficiency and real-time data visibility.
- Administered and supported Active Directory and Microsoft 365, ensuring secure access and smooth user operations.
- Partnered with cross-functional teams to resolve incidents, implement workarounds, and deploy patches/upgrades in line with ITIL practices.
- Authored technical documentation and provided training to users and junior staff on troubleshooting best practices.

SNACK.PH

Remote

Application Support / Web Developer (Freelance)

Jan 2024 – Aug 2024

- Developed and optimized the Snack.ph platform by restructuring the codebase into separate Next.js (frontend) and Express.js (backend) components for improved scalability.
- Assisted in migrating infrastructure from Digital Ocean to Google Cloud Platform, including storage services.
- Implemented new UI/UX designs from Figma, ensuring responsiveness and accessibility across devices.
- Refactored backend code to improve performance, maintainability, and readability, reducing technical debt.

Technical Further Education (TAFE NSW)

NSW, Australia

Trainee Information Technology Support Officer

Jan 2022 – Nov 2022

- Provided technical support to users, assisting staff and students with hardware, operating systems, and application troubleshooting.
- Assisted with the redeployment and rollout of classroom devices across multiple campuses throughout the Illawarra region, ensuring systems were configured and ready for teaching environments.
- Supported classroom technology and AV systems, including projectors, smart boards, sound systems, and presentation setups.
- Managed ServiceNow ticket workflows, ensuring timely issue resolution and adherence to SLAs.
- Conducted log analysis, performance checks, and IT asset maintenance to ensure reliability and compliance with IT standards.