

KUSHAL GAUTAM

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Open to Relocate | Immediate Start | Full Australian Working Rights

Certifications

- Google IT Support Professional Certificate – Completed
- AWS Academy Cloud Foundations – Completed
- C++ Programming – In Progress
- ITIL 4 Foundation – Planned Aug 2025 (Actively Preparing)

Profile

Bachelor of Information Technology (Software Development) graduate with hands-on Level 1/2 IT support experience across hospitality, retail, and enterprise environments. Skilled in Microsoft 365, Active Directory, Windows 11, and network troubleshooting, with proven ability to deliver rapid incident resolution and high customer satisfaction. Strong communicator with cloud knowledge (AWS & Azure), scripting (PowerShell), and experience delivering IT projects.

Core Competencies

- Microsoft 365 Administration
- Windows 10/11 | Active Directory / Azure AD | ITIL Practices
- AWS & Azure Cloud | Intune & SCCM | MFA & Conditional Access
- Network Troubleshooting (DNS, DHCP, VPN)
- POS & Printer Support | Remote Desktop | Hardware & Peripheral Support
- PowerShell Scripting | ServiceNow & Jira | Customer Service Excellence

Technical Skills

- IT Support: Windows 10/11, macOS, Linux (Basic), Microsoft Intune, SCCM, VPN
- Cloud: AWS (EC2, S3, IAM), Azure (VMs, NSGs, Azure AD)
- Scripting: PowerShell (user account management, cleanup), Bash (basic), Git/GitHub
- Programming: Java, Python, C++ (In Progress)
- Tools: ServiceNow, Jira, Remote Desktop Protocol (RDP)

Professional Experience

Freelance IT & Network Support Engineer

Tech Domain Global IT Managed Services – Sydney, NSW | Jul 2025 – Present

- Resolved 95% of incidents within SLA targets, reducing escalation rates to zero.
- Delivered Level 1/2 onsite and remote support for desktops, networking, and AV systems.
- Performed rack & stack, cable management, device installations, and server maintenance, improving deployment efficiency by 20%.
- Supported OS migrations, AV setups, NOC screens, and wireless surveys with minimal disruption.

In-House IT Support (Café Manager)

Hidden Grounds Brasserie – Tallawong, NSW | Nov 2024 – Aug 2025

- Resolved hardware, software, and network issues, cutting downtime by over 40%.
- Managed Active Directory accounts, password resets, and access control.
- Provided Level 1 support for POS, Wi-Fi, printers, tablets, and Microsoft 365, maintaining near-100% uptime.
- Trained staff in troubleshooting, reducing repeat incidents by 35%.

Projects

Quick IT Troubleshooting App – Personal Project (2025)

- Designed an offline app resolving 90% of common IT issues without internet.

- Reduced resolution time by 50% using step-by-step workflows for Wi-Fi, printer, and account issues.
- Integrated ticket-note generation and IT check tools to streamline escalations.

Fresh Mart Loyalty System – Capstone Project (2025)

- Built a full-stack loyalty web application with link rating, points allocation, and member engagement.
- Developed RESTful APIs with sorting and filtering, improving data retrieval speed by 40%.
- Delivered on time, receiving distinction-level faculty feedback.

Education

Bachelor of Information Technology (Software Development)

Federation University Australia – Graduated Jul 2025

Key Subjects: Networking, IT Infrastructure, Software Engineering, Database Systems