JENISH CHAUDHARY

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PROFESSIONAL SUMMARY

A committed and skillful ICT professional with over 5 years of industry experience and holds a Bachelor Degree in ICT . Currently pursuing a position to add immediate value by displaying demonstrated skills and knowledge. Has gained competencies in various helpdesk and system engineering platforms and also exhibits a great sense of comradery and team work and is an excellent communicator with a focused work-ethic.

SKILLS

- Active Directory and Group Policy Management
- Intune Device Management/Autopilot
- Technical Support
- Linux
- M365, Exchange, SharePoint, Teams
- PowerShell Scripting
- Azure, OCI
- Change antd Process Management

PROFESSIONAL EXPERIENCE

CLOUD SERVICES SYSTEM ENGINEER

11/2024 - Current

PLS, West Perth, WA

- Administer and manage the Microsoft 365 Suite
- Intune device management along with app packaging and policies deployment
- Manage device patching and software/windows updates across all devices
- Manage Veeam Cloud Infrastructure and on-premises backup
- Manage AV systems across multiple site and engage vendor for support
- Configure and administer security principles including Conditional Access and SSO (Single Sign-On)
- L3/L4 escalations from Service Delivery Team

DESKTOP ENGINEER

07/2023 - 10/2024

PLS, West Perth, WA

- Provided technical support to end-users in person, over the telephone and through remote access tools (ConnectWise), resolving hardware, software and network issues.
- Created tickets for every task performed and ensured resolution within the pre-defined SLA based on severity.
- Facilitated seamless user on-boarding and off-boarding processes, including account provisioning, access configuration, and equipment setup, ensuring smooth transitions and adherence to security protocols
- Configure and deploy workstations based on requirements and whilst maintaining SOE using Autopilot/Endpoint Manager (Intune)
- Administered SharePoint, Teams and Exchange.
- Communicated with external stakeholders and vendors to lodge warranty claims, procure hardware/software, and to get product-specific troubleshooting information wherever required
- Streamlined and improved work processes for user and asset management to accommodate the rapid growth of the company be developing scripts and spreadsheets wherever possible.
- Created and updated knowledge-base articles to assist the wider team and also created 'How-to' articles for end users to cover common topics such as VPN, MFA, Outlook Signature etc.
- Provided Printer Support including replacing and ordering toners, technical support and provisioned end user's access for printing.
- Collaborated with cross-functional teams to identify and address recurring technical issues, contributing to the development of long-term solutions and system enhancements.

SENIOR SUPPORT ENGINEER

07/2022 - 07/2023

New Era Technology, Belmont, WA

- Provide Level 1/2 support to end users in a diverse range of service requests, incidents and contribute towards problem management where applicable

- Experience within ConnectWise application for ticket management where service requests and incidents were handled and prioritized.
- Experience in ConnectWise Continuum for RMM, and ConnectWise Screenconnect for Remote Desktop Connections
- Configure and deploy workstations, as required by the client
- Exchange, SharePoint, Teams, and 365 administration
- 3CX/Teams support for clients using them for their voice infrastructure
- User account creations, terminations and amendment based on client's requirements
- Monitor NOC alerts, and action alerts based on Priority levels
- Manage and perform backup restores from VEEAM
- Experience supporting VMware and Hyper-V environment
- Monitor clients' network and perform necessarily troubleshooting by utilizing the Meraki portal
- Experience liaising with internal sales and external vendors for licensing enquiries and additional support
- Contribute to and utilize the Knowledge Base system (HUDU)

EDUCATION

Professional Year Program (PYP): Information Technology

QIBA - Sydney, NSW, 02/2022

The Professional Year Program (PYP), designed by the ACS, is a bridging course in between a university degree completion and the professional workforce, for new graduate students. Main areas that were covered in the course were; Communicating within a Business, OH&S Guidelines writing, Behavioral habits in workplace events (meetings, gatherings, etc) and giving presentations.

Bachelors Of Information Technology: Network Security

TAFE NSW - Meadowbank NSW, 12/2020

Overall Grade - Distinction

Key Subjects - Network Security, Networking (Cisco Guided Course), Programming (Python), Cloud Computing, Server Infrastructure (Microsoft)

Diploma Of Information Technology: Networking

TAFE NSW - Meadowbank, NSW, 12/2018

Overall Grade - Competent

Key Subjects - Database Management, Computer Hardware and Peripherals, Networking, Critical Thinking, Network Security

Certificate IV In Information Technology: Networking

TAFE NSW - Meadowbank, NSW, 12/2017

Awarded with "The best performing student" at TAFE's VET graduation ceremony.

INDUSTRIAL AFFILIATIONS AND CERTIFICATIONS

- Microsoft (2020) - Azure Fundamentals, Microsoft Teams Administration
- CISCO (2018) - Cisco Certified Entry Networking Administrator (CCNA)
- Red Hat (2025) - Red Hat System Administration I (RH124)

HOBBIES

- Avid Soccer Fan
- 80s Rock Music Fan
- Hiking, Long walks

REFEREES

- Available upon Request