

Avash Pathak

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Career Objective

A motivated Microsoft Azure Certified, IT Support and Cybersecurity professional with experience in system administration, troubleshooting, and service desk operations. Skilled in resolving user issues, managing cloud infrastructure, and delivering support in both technical and customer-facing environments. Proactive, detail-oriented, and focused on secure and stable IT system

Technical Skills

IT Support & Help Desk:	Help Desk Support, Troubleshooting, Ticketing Systems, Remote Support Tools, Technical Documentation, Asset Management
Cloud & Systems:	Microsoft Azure, Microsoft 365, Active Directory, Google Workspace, Intune
Networking & Infrastructure:	Basic Networking & Security Concepts, DNS, DHCP, Networking Troubleshooting, PBX, CCTV Setup
Hardware & Devices:	PC Assembly & Maintenance, Printers, OS Installation, Hardware troubleshooting.

Education

Professional Year Performance Education, City <i>Key Subjects: Australian Business Culture and Environment, Achieving Career Success, Australian Workplace Skills and Professional Business Communication</i>	May 2025 - Present
Bachelor of Information Technology (Cybersecurity) Kent Institute Australia, Sydney <i>Key learning areas included: Computer Architecture, Cybersecurity & Digital Forensics, Networking & Cloud Computing, Database Design, Object-Oriented Programming, Web & Software Development</i>	Mar 2022 – Mar 2025
Microsoft Certified: Azure Fundamentals (AZ 900) Microsoft <i>Key Learning areas included Microsoft Azure, cloud computing, Azure services, identity and compliance, cloud pricing and lifecycle.</i>	Aug 2025
Career Essentials in Cybersecurity Microsoft & LinkedIn <i>Key Learning areas included: Information security awareness, cybersecurity principles, threat and vulnerability management, authentication, risk mitigation.</i>	May 2024
Computer Components and Peripherals for IT Technicians. LinkedIn <i>Key Learning areas included: Hardware troubleshooting, peripheral installation, computer maintenance, system assembly, diagnostic tools.</i>	Apr 2024

Technical Projects

- **Windows Server 2019 Lab:** Built a virtual lab with Active Directory, DNS, DHCP, and Group Policies to manage users and system settings.
- **Office 365 Admin Simulation:** Performed tasks like user creation, license assignment, password resets, and remote troubleshooting in Microsoft 365 Admin Center.
- **Azure Fundamentals Project:** Deployed virtual machines, set up resource groups, configured RBAC, and managed identities using Azure Active Directory.

Technical Experience

IT Support and Networking Intern

Jul 2024 – Oct 2024

Heubert Institute, Parramatta, NSW

- Provided L1 support to 30+ users weekly using Freshdesk, improving issue resolution time by 20% through efficient ticket prioritization and troubleshooting.
- Managed user accounts in Active Directory and Microsoft 365 Admin Center, and maintained lab systems, ensuring consistent access and uptime across devices.
- Configured and supported network equipment including routers, printers, PBX systems, and CCTV; contributed to maintaining a stable and secure IT environment.

Employment History

Team Leader

Oct 2023 – Present

Lagardère AWPL, Sydney Domestic Airport

- Support stores by identifying and troubleshooting basic technical issues related to POS systems, network connections, and system updates; escalate unresolved issues to the head office IT team.
- Use Microsoft Dynamics 365 Business Central, Livetiles, and POS software for inventory, pricing, reporting, and operations.
- Lead and coordinate a team within a high-traffic terminal to ensure smooth operations and strong performance.
- Ensure full task delegation, promotional compliance, and clear interdepartmental communication.

Nightfill Team Member

Apr 2023 – Nov 2023

Coles Supermarkets, Sydney

- Restocked shelves with 98% accuracy by following planograms and coordinating with a 6-member team, improving efficiency by 12%.
- Organised stockroom and managed excess inventory to reduce restock time and minimise product damage.
- Assisted team leads with nightly tasks, ensuring the store was clean, safe, and ready for opening.

Personal Attributes

- **Excellent Communication Skills** – developed through delivering frontline IT support and retail service, ensuring clear and professional interaction with users and customers.
- **Customer Service Orientation** – demonstrated by resolving user issues efficiently while maintaining a positive experience across both IT and retail environments.
- **Organisational & Time Management Skills** – shown by effectively managing multiple technical support requests and inventory tasks under pressure.
- **Problem-Solving & Collaboration** – strengthened through diagnosing technical issues, coordinating with internal teams, and working closely with stakeholders to implement solutions.

References

- **Mr. Laxman Belbase**
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- **Mr. Deli Setiawan**
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