

Kenny Khalid

IT Support Analyst · Service Desk Analyst · IT Support Officer · Service Desk Engineer

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PROFESSIONAL SUMMARY

Results-driven IT Support professional with a B.S. in Computer System Engineering and 5+ years of experience across service desk, systems administration, and onsite field environments. **M365 and Azure Certified**, with specialized expertise in **Azure Infrastructure (VMs, VNETs), Intune MDM, and Jira Service Management**. Advanced knowledge of **ITIL frameworks**, focusing on digital service value and AI-integrated ITSM practices. **Australian PR** seeking **Full-time** or **Contract** roles across **Field, Onsite,** and **Hybrid** environments; fully available for rotational shifts and on-call requirements across Melbourne.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2016/2019/2022, Linux (Ubuntu, CentOS, RHEL), macOS

Microsoft 365: Exchange Online, SharePoint, Teams, OneDrive, Intune/MDM, M365 Admin Center, user provisioning, licensing (E3/E5)

Azure & Identity: Entra ID (Azure AD), AD Connect, Active Directory, Azure Portal, RBAC, Conditional Access, Group Policy (GPO), VNETs, NSGs, Azure Backup, VM Administration

Networking: DNS, DHCP, TCP/IP, VPN, SSH, RDP, Remote Desktop Services (RDS)

ITSM Tools: Jira Service Management (JSM), Zendesk, Freshdesk, Kayako, TeamViewer, AnyDesk.

ITSM Processes: L1/L2 Incident Management, SLA Compliance, Kanban Board Management, Agile/Scrum Essentials, Ticket Lifecycle, Knowledge Base (KB) Authoring, SOP Documentation

JSM Proficiency: Queue management, SLA tracking, Request Portal configuration, and Knowledge Base (KB) integration

Hardware: POS & endpoint deployment, desktop/laptop assembly, OS imaging, mobile device support (iOS/Android), thermal printer configuration, workstation assembly, hardware troubleshooting, asset management

Web & Infrastructure: Apache, NGINX, cPanel, Plesk, SQL (basic), web hosting management, email server support, Linux/Windows server administration

Productivity: Microsoft 365 Suite (Word, Excel, Outlook, OneNote, Teams), Google Workspace

CERTIFICATIONS

Microsoft 365 Fundamentals MS-900 **Certified**

Microsoft Azure Fundamentals AZ-900 **Certified**

ITIL Foundation (Version 5) PeopleCert **In progress**

Microsoft Azure Administrator AZ-104 **Expected Q3 2026**

Jira Service Management ACA-910 (Udemy) **Certified**

PROFESSIONAL EXPERIENCE

Field Support Engineer 01/2026 – Present

MenuMiz · Melbourne, Australia

Cloud-based restaurant management and POS system streamlining operations through digital menus and payment processing.

- Administered end-to-end deployment of Azure-integrated POS infrastructure across 15+ retail and hospitality sites, ensuring data synchronization between onsite hardware and cloud management portals.
- Provided desktop support and resolved technical issues involving Wi-Fi connectivity and device pairing to maintain 24/7 system uptime and service reliability.
- Acted as the primary point of contact for non-technical users, providing training on platform features to improve user adoption and operational efficiency.

IT Support Officer 01/2025 – 12/2025

Aizzr Pty Ltd · Melbourne, Australia

Melbourne-based performance marketing agency specialising in affiliate marketing, paid media buying, and search arbitrage.

- Provided internal IT support, resolving workstation, access, and connectivity issues while maintaining 95%+ SLA compliance with average ticket resolution under 4 hours.

- Installed and maintained 50+ endpoints including OS imaging, software installation, printers. Escalated major incidents and system outages to management in line with ITIL incident management practices.
- Administered Microsoft 365 tenant, user provisioning, license management, and access control via AD.
- Documented recurring issues and resolution steps following ITIL-aligned practices, contributing to an internal knowledge base that reduced repeat escalations throughout the contract period.

IT Support Analyst

07/2022 – 09/2024

Basel Pharmaceuticals · Multan, Pakistan

GMP-certified pharmaceutical manufacturer focused on cephalosporin antibiotics and sterile formulations.

- Provided internal IT support across production, QA, finance, and HR departments, resolving hardware, software, and connectivity issues to minimise operational downtime in a manufacturing environment.
- Managed and administered on-premises business applications including ERP and department-specific software, coordinating with vendors for licensing, updates, and issue escalation.
- Acted as the primary liaison between internal departments and external IT vendors, managing service requests, follow-ups, and delivery timelines to ensure SLA adherence.
- Maintained IT asset records, managed hardware inventory of 200+ assets across departments, and supported workstation setup, peripheral configuration, and user on-boarding.

Technical Support Specialist L1/L2

05/2016 – 06/2022

Serverpoint.com · Las Vegas, USA (Remote)

US-based web hosting provider offering shared, VPS, cloud, and dedicated server solutions.

- Managed high-volume ticket queues using ITSM frameworks, resolving 100+ tickets per week while maintaining SLA compliance and first-contact resolution rates above industry benchmarks.
- Performed root cause analysis on complex escalations involving DNS failures, email server configuration, and hosting outages, reducing mean resolution time by identifying recurring incident patterns.
- Engineered and deployed custom server images for VPS and dedicated environments, optimising deployment speed for non-technical business owners.
- Authored 200+ knowledge base articles covering common hosting and server issues, cutting repeat support inquiries by 35% and saving an estimated 10+ hours per week in ticket handling.

EDUCATION

Bachelor of Science in Computer System Engineering

Ghulam Ishaq Khan Engineering University, Pakistan