

KENNY KHALID

IT Support Specialist | Service Desk Analyst | M365 & Intune Administrator

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Australian PR • Full Work Rights • Driver License & Own Vehicle

PROFESSIONAL SUMMARY

IT Support Specialist with B.S. in Computer System Engineering and 5+ years of experience delivering L1/L2 service desk operations and administering **Microsoft 365** and **Azure** environments. Skilled in **Intune MDM**, **Entra ID**, **Active Directory**, and **Jira Service Management**, consistently maintaining 95%+ SLA compliance. ITIL certified with hands-on experience deploying endpoint security policies, automating user provisioning, and authoring knowledge bases that reduce repeat incidents. Melbourne-based with full work rights, available for onsite, hybrid, and remote roles.

TECHNICAL SKILLS

Microsoft 365: Exchange Server, Online, SharePoint, Teams, OneDrive, M365 Admin Center, user provisioning, licensing

Endpoint & Identity: Intune MDM, SCCM, Entra ID (Azure AD), AD Connect, Active Directory, Conditional Access, RBAC, Group Policy (GPO), User provisioning, de-provisioning

Azure: Azure Portal, VM administration, VNets, NSGs, Azure Backup, PowerShell (Az / AD modules), CI/CD pipeline

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

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

ITSM Tools: Atlassian Jira Service Management, Zendesk, Freshdesk, Kayako, TeamViewer, AnyDesk

ITSM Practices: ITIL 4, L1/L2 incident management, SLA tracking, change & request management, KB authoring

Hardware: Endpoint & POS deployment, OS imaging, mobile device support (iOS/Android), thermal printers, asset management, Conference Room AV (Teams/Zoom Rooms), RF scanners

TECHNICAL LABS & PROJECTS`

Cloud Identity & Endpoint Hardening Lab

Ongoing

Live M365 E5 environment • kennyk.online

- Architected a live M365 E5 tenant to design, test, and document enterprise-grade security policies.
- Deployed Intune MDM configuration profiles and compliance policies for Windows 11 endpoints; resolved complex attestation errors (e.g. Error 65001).
- Configured Entra ID security groups, user licensing, and Exchange Online mail flow including SPF / DKIM / DMARC verification.
- Built and hosts the portfolio on **Azure Static Web Apps** with **GitHub Actions** CI/CD; manages custom DNS and SSL.

CERTIFICATIONS & PERSONAL DEVELOPMENT

- Microsoft 365 Fundamentals — **MS-900** (Certified)
- Microsoft Azure Fundamentals — **AZ-900** (Certified)
- **ITIL 4** Foundation — version 5 (AI-Integrated) (Certified)
- Jira Service Management — **ACA-910** (Udemy Certified)
- Microsoft Azure Administrator — **AZ-104** (In Progress, Q3 2026)
- Microsoft Security, Compliance, and Identity Fundamentals — **SC-900** (In Progress, Q2 2026)

PROFESSIONAL EXPERIENCE

IT Field Engineer / Subcontractor

May 2026 – Present

Nimble Nerds • Melbourne, Australia

An agile IT MSP and field solutions provider delivering on-site Level 1/2 technical support and commercial infrastructure deployments.

- Deliver L1/L2 on-site support, fault diagnosis, and hardware lifecycle management across residential, small business, and retail environments.
- Executed physical dispatches, hardware swaps, and network migrations for major retail sites including **Myer**, **Chemist Warehouse**, and **The Reject Shop**.
- Collaborate actively with centralized client networks and external vendor service desks (such as **Innovateq** and corporate helpdesks) to execute remote telemetry testing, validate system handshakes, and secure final job sign-offs.

Field Support Engineer / Subcontractor

Jan 2026 – Present

MenuMiz • Melbourne, Australia

Cloud-based restaurant management and POS platform.

- Deployed and maintained Azure-integrated SaaS POS infrastructure across 15+ retail/hospitality sites, securing hardware-to-cloud data sync.
- Resolved Wi-Fi connectivity, device pairing, and integration issues to maintain 24/7 system uptime.
- Provided high-touch on-site technical support and training for non-technical users in fast-paced retail environments.

IT Support Officer

Jan 2025 – Dec 2025

Aizzr Pty Ltd • Melbourne, Australia

Performance marketing agency specialising in affiliate marketing and paid media.

- Resolved workstation, access, and connectivity issues while maintaining **95%+ SLA compliance** with average resolution under 4 hours.
- Installed and maintained **50+ endpoints**, including OS imaging, software deployment, and printer setup; escalated major incidents per ITIL practices.
- Administered Microsoft 365 tenant: handled user provisioning, license management, and access control via Active Directory and Entra ID.

IT Support Analyst

Jul 2022 – Sep 2024

Basel Pharmaceuticals • Multan, Pakistan

GMP-certified pharmaceutical manufacturer (cephalosporin antibiotics and sterile formulations).

- Delivered IT support across production, QA, finance, and HR to minimize infrastructure downtime in a regulated manufacturing environment.
- Administered on-premises ERP systems and core applications, coordinating with software vendors for updates and escalations. Acted as principal liaison between internal teams and external IT vendors to manage service requests and deliver within SLAs.
- Maintained inventory of **200+ IT assets**; supported workstation setup, peripheral configuration, and user onboarding.

Technical Support Specialist (L1/L2)

May 2016 – Jun 2022

Serverpoint Inc • Las Vegas, USA (Remote)

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

- Managed high-volume ticket queues within a fast-paced **MSP** environment, resolving **100+ tickets** per week across diverse multi-tenant infrastructures while exceeding SLA and first-contact resolution benchmarks.
- Performed root-cause analysis on complex escalations involving DNS, email server, and hosting outages — reducing mean resolution time by identifying recurring incident patterns.
- Authored **200+ knowledge base articles**, cutting repeat inquiries by **35%** and saving an estimated 10+ hours per week.

EDUCATION

Bachelor of Science, Computer System Engineering

Graduated

Ghulam Ishaq Khan Institute of Engineering Sciences & Technology, Pakistan