

CORE SKILLS

Automation & Scripting

Workflow automation, scripting & bots, Python, AI-driven automation, telemetry and monitoring

Endpoint & Devices

Jamf (Mac, iPad, iPhone), fleet deployment at 1,000+ scale, imaging, asset management

Identity & Cloud

Active Directory, Microsoft 365, Microsoft Entra, cloud services, IT security

Infrastructure & AV

Server maintenance, LAN/WAN, Zoom Rooms, digital signage, AV fault detection

Service & Vendor

1st/2nd level help desk, ICT procurement, vendor and stakeholder management

CERTIFICATIONS

- ITIL Foundation
IT service management
- Microsoft 365 Certified: Fundamentals
- Certified Hardware Asset Management Professional (CHAMP)
ITSM
- White Card
Construction site access, Australia-wide

PROFILE

IT professional with 19 years across education and business environments, specialising in automation, endpoint and fleet management, and IT administration. Proven track record running 1,000+ device estates, administering Active Directory, Jamf and Microsoft 365, and turning repetitive manual work into scripts, workflows and AI-driven automation that gives people their time back. Practical by nature, I would rather build a modest tool that gets used every day than an elaborate one that gets ignored, and I keep everything I ship monitored and honest.

WORK EXPERIENCE

Hardware & Assets Administrator

University of Sydney, ICT Learning Environment

2015 - 2026

- Managed deployment, organisation and lifecycle of a **1,000+ computer fleet** across multiple campuses, keeping IT resources highly available for staff and students.
- Administered Active Directory end to end and built custom scripts to automate routine account, update and asset-tracking tasks, improving accuracy and cutting manual time.
- Led fault detection and maintenance across AV systems, Zoom Rooms, digital signage and labs; **automated fault detection cut downtime by around 30%**.
- Coordinated AV replacement cycles and vendor procurement within institutional policy and budget.

Founder & IT Consultant

CTRLTECH, independent IT consultancy

2015 - Present

- Run an independent, embedded IT consultancy delivering Mac and Apple-device management and automation for education and business clients, per engagement.
- Built and manage **full Jamf environments from scratch**; automate recurring client tasks with scripts and bots across Microsoft 365, Entra and cloud services.
- Deliver onsite and remote support: server maintenance, LAN/WAN and troubleshooting, and increasingly build **AI-driven automations** that run daily and report their own usage.

IT Support Officer

SAE Institute (Navitas)

2007 - 2015

- Provided 1st and 2nd level help desk support for **800+ students and 100+ staff** across multimedia studios.
- Developed automation scripts for routine tasks and built a universal machine image that **cut IT setup time by around 30%**.
- Led an IT infrastructure rebuild, improving network stability and security across campuses.