




# Shuronjit Sumon Biswas

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 Wagaman, NT

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## ☰ Profile

I am a dedicated IT professional with extensive experience in technical support, system administration, and cybersecurity, currently working as an IT Service Desk and Support Technician Level 2 at the Royal Flying Doctor Service, Darwin. I have expertise in managing hardware, software, network systems, Microsoft 365, Azure AD, endpoint management, VPNs, and Telephony system, as well as monitoring and responding to security alerts using CrowdStrike Falcon, Trend Micro, Okta MFA, Duo Security, and Microsoft Defender. Adaptable and detail-oriented, I excel in diagnosing complex technical issues, implementing solutions, and delivering high-quality IT services while ensuring compliance with organizational IT and cybersecurity policies.

## ☰ Employment History

**IT Service Desk and Support Technician level 2 (Sep 2025-Present)**  
**Royal Flying Doctor Service, Darwin, NT**

Royal Flying Doctor Service (RFDS) is one of Australia's largest and most trusted not-for-profit organizations, providing 24/7 emergency aeromedical retrieval, primary health care, and remote medical services across regional and remote Australia.

My responsibilities in **RFDS** are:

- Provide Level 2 support for **Windows, Microsoft 365, Outlook, Teams, SharePoint, Zoom (Meetings & Zoom Phone), Secure Access VPN, Fortinet VPN**, and enterprise business applications.
- Diagnose and resolve **hardware, software, network, telephony, and VPN connectivity issues** across **SA & NT regions**, ensuring minimal disruption to business and clinical operations.
- Manage escalations from **Level 1 support** and ensure timely resolution of incidents and service requests.
- Create and manage **user accounts, shared mailboxes, security groups, distribution lists, room calendars, mailbox permissions, and MFA** using **Azure AD, Exchange Online, and Microsoft 365 Admin Center**.
- Administer and support **multi-factor authentication (MFA)** solutions, including **Okta MFA and Duo Security**, assisting with user enrolment, device changes, access issues, and MFA troubleshooting.
- Configure and support **Zoom Telephony (Zoom Phone)**, including user provisioning, call queues, extensions, voicemail, call routing, and troubleshooting.
- Provide support for **Secure Access VPN and Fortinet VPN**, including user access provisioning, MFA troubleshooting, client configuration, and connectivity issue resolution.

Working Rights: Australian Citizen

- Support and troubleshoot **endpoint devices**, including laptops, desktops, mobile devices, Surface tablets, printers, and Zoom-certified desk phones.
- Perform **device imaging, deployment, configuration, and policy enforcement** using **Microsoft Intune**.
- Deliver **onsite IT support at Darwin Base** and **remote support** to RFDS locations, supporting aircrew, clinical staff, and administrative teams.
- Log, track, and resolve incidents and service requests using **Jira Service Management**, ensuring adherence to **SLA and operational targets**.
- Provide support for **email signatures, disclaimers, and template management** to ensure compliance with organisational policies and consistent professional branding.
- Develop and maintain **technical documentation, procedures, and knowledge base articles**.

### Cybersecurity Monitoring, Identity, VPN & Telephony Security

- Monitor and respond to security alerts using **CrowdStrike Falcon NG-SIEM**, Microsoft Defender, **Trend Micro**, and email security platforms.
- Execute and analyse **saved Next Gen-SIEM queries** to identify security threats, abnormal behaviour, and policy violations.
- Review **Remote Monitoring & Management (RMM) activity** using *RMM CQF – GSR* queries, validating legitimacy with Infrastructure teams and ensuring unauthorized tools are removed.
- Monitor **Active Directory events affecting privileged and external accounts** (*AD Events to Admin Accounts – GSR*), escalating high-risk changes for investigation.
- Investigate **Conditional Access failures** to detect potential account compromise or VPN misuse; proactively engage users and recommend password resets where appropriate.
- Perform real-time identity monitoring using **Okta Events Live – GSR**, identifying repeated authentication failures and potential brute-force attempts.
- Monitor **honeypot activity and suspicious requests** to detect reconnaissance or malicious activity.
- Review **data protection events** to identify abnormal access patterns or potential data leakage.
- Investigate **email security incidents**, including phishing, malware, impersonation attempts, and abnormal email activity. Running Phishing simulation for employees monthly by using Abnormal.
- Assist with **VPN security monitoring**, reviewing Secure Access and Fortinet VPN logs for unusual access patterns or potential compromise.
- Ensure compliance with **organisational IT security policies** and assist with incident response and remediation activities.
- Prepare Phishing training for staff & management the Cyber Safe campaign.
- Collaborate closely with **Infrastructure, Security, and Leadership teams** to escalate, investigate, and resolve cybersecurity, VPN, and other incidents.

## **System Engineer level 2 (Oct 2024-Sep 2025)**

### **Area9 IT Solutions, Winnellie, NT**

Area9 has been providing leading technology solutions and services to customers from small, medium and large business and government organizations across metro, regional & remote locations across Australia.

My responsibilities in **Area9 IT Solutions** are:

- Provide Level 2 support for clients, handling escalations from Level 1 support.
- Diagnose and troubleshoot issues with servers, networks, desktops, and applications.
- Resolve incidents related to hardware, software, and network configurations.
- Use remote management tools to assist users with technical issues.
- Manage and maintain servers, including performing updates, patches, and upgrades.
- Monitor system health, performance, and security using monitoring tools.
- Manage Active Directory, including user accounts, group policies, and permissions, device enrolment in domain/Entra.
- Assist in managing network infrastructure, including routers, switches, and firewalls.
- Troubleshoot network connectivity issues, Fortinet setup, configuration and resolve VPN and remote access issues.
- Support clients with Azure cloud services and office 365 cloud platform.
- Update ticketing systems (Jira) and knowledge bases with resolutions to improve future response times.
- Provide training and guidance to end-users on best practices, tools, and new systems.

## **Service Desk Analyst (Dec 2023-Oct 2024)**

### **Southern Cross Care, Epping, NSW**

Southern Cross Care is a not-for-profit organization with a mission to empower older people to ‘live life to the full’. For the last 50 years the name has been trusted by the community to provide care and support for thousands of people in over 40 locations across NSW and the ACT.

My responsibilities in **Southern Cross Care** are:

- Provide first-level technical support to end-users via phone, email, chat, or in-person.
- Troubleshoot and resolve hardware, software, and network issues promptly.
- Log and track incidents in the service desk ticketing system.
- Prioritize and escalate incidents as needed to meet service level agreements (SLAs).
- Collaborate with other IT teams to resolve complex issues and minimize downtime.
- Assist in user account creation, modification, and termination processes.
- Ensure compliance with security policies and procedures in managing user access.
- Maintain accurate and up-to-date documentation of support procedures, solutions, and system configurations.
- Provide remote assistance to users in various locations, utilizing remote support tools when necessary.
- Offer assistance with resolving inquiries related to Microsoft products such as Microsoft Teams and SharePoint. Aid in the setup, adjustment, and rollout of computer hardware, software, and peripherals for staff members or system enhancements.
- Conduct troubleshooting and issue resolution for remote users.

- Administration of various business applications such as AutumnCare, LeeCare, Procura.
- Coordinate and track purchase of new hardware, mobile phone plans and land line phone requirements and manage IT asset register.

### **Service Desk Analyst (July 2023-Dec 2023)**

**Wesley Mission, Pitt st, Sydney, NSW**

Wesley Mission is a prominent and respected non-profit organization that provides a wide range of social and community services to people in need across Australia. It remains dedicated to helping individuals and communities through programs focused on aged care, homelessness, mental health, and family support.

My responsibilities in **Wesley Mission** are:

- Provide high levels of customer support and timely and effective IT support to employees experiencing hardware, software, network, or other IT-related problems, includes troubleshooting 1st level queries and escalating more complex problems to appropriate teams or vendors when necessary.
- Ensure maintained devices are using supported operating systems across the organization.
- Active directory User Account management including account creation, Deletion, Permissions, roles, groups, OU's etc.
- Developed organizational units in Active Directory (AD) and managed user security with group policies.
- Create individual and shared mailboxes on premises and office 365 cloud platform for Wesley Mission Information service users.
- Create distribution list and assign permission as per user requirement.
- Troubleshoot Windows registry issues for known Windows bugs for end users.
- Troubleshoot windows local storage issues on constantly expanding root drive and educate client for better storage management.
- By using Cherwell ticking system Log all incidents and service requests presented to the Service Desk according to service desk policy. Escalate incidents and requests to other Wesley Mission departments as required.
- Escalate Major incidents to the incident and/or Problem Manager.
- Provide support for Microsoft, Teams, and SharePoint Queries. Assist with the installation, configuration, and deployment of computer hardware, software, and peripherals for employees or system upgrades.
- Troubleshoot and resolve technical problems reported by users in Windows server and printers.
- Experience with the use of a Mobile Device Management solution and remote administration of devices
- Administration of various business applications such as Citrix, Carelink, ThankQ and Peoplesoft HR etc.

### **Casual IT Field Technician (September 2023 – April 2024)**

***The Original PC Doctor, Wollongong, NSW***

The Original PC Doctor is a computer repair and IT support service provider based in Australia. It offers on-site computer repair and IT support services to individuals and businesses.

My responsibilities in ***The Original PC Doctor*** are:

- On-site computer repairs and troubleshooting in Mac and Windows devices.
- Virus and malware removal.
- Data recovery and backup solutions.
- IT supports and consulting for businesses.
- Network equipment setup and maintenance.
- Hardware and software upgrades.
- Troubleshoot and resolve technical problems reported by users in Windows and printers.
- Computer sales and custom-built systems.

**Casual Teaching Assistant/ Tutor (February 2022 – July 2023)**

***South Sydney College (SSC), Sydney***

***Course: Diploma & Advanced Diploma of Information Technology***

South Sydney College (SSC) is an educational institution located in Sydney, Australia. It offers a range of vocational education and training (VET) programs, focusing on practical skills and industry-specific knowledge. The college provides courses in various fields such as business, management, information technology, and hospitality.

My responsibilities in **SSC** are:

- Helping the primary instructor manages classroom activities.
- Ensuring students are engaged and following instructions.
- Providing one-on-one or small group tutoring sessions.
- Clarifying concepts and assisting with assignments and projects.
- Helping set up and manage IT lab equipment and software.
- Assisting the instructor during lectures and lab sessions.
- Ensuring students follow safety and usage guidelines for IT equipment.
- Troubleshooting technical issues with computers, software, and network connections.
- Recording attendance and tracking student participation.
- Managing course-related communications, such as answering student emails and forum posts.
- Helping maintains software updates and ensuring that all necessary tools are available for students.

**Internship Trainee (February 2021 – October 2021)**

**Arena Web Security**

- Experience in using the following tools - NMAP, Burp Suite Pro, Metasploit, Nikto, Dirb, w3aF, John the Ripper, Wireshark, Acunetix and Strong understanding of penetration testing processes/procedures.
- Direct or equivalent experience in areas of penetration testing, exploit development, Vulnerability research and fuzzing.
- Experience in interpreting penetration testing security assessment results and formulating a risk decision
- Experience of using Open-Source tools for penetration testing which could include Nmap, Nessus, Metasploit, Kali Linux, Burp Suite Pro and similar.

## ☰ Education

### **Bachelor of Cyber Security**

Torrens University Australia. Completed: 2025

Key Subjects: Ethical Hacking, Networking, Digital Forensics, Cloud Computing, Data Science.

### **Advanced Diploma of Information of Technology (Cyber Security)**

South Sydney College, Sydney, Australia. Completed: 2023

Key Subjects: Ethical Hacking, Penetration tools, Windows Server installation, Cyber Security Awareness.

### **Diploma of Information of Technology (Cyber Security)**

South Sydney College, Sydney, Australia. Completed: 2022

Key Subjects: Client Interaction, Team Management, Virtualized Cyber Security Infrastructure Design

### **Certificate IV in Training and Assessment (TAE40122)**

Masters in Education (MIE), Sydney, Australia, Completed: 2024

### **Advanced Diploma of Leadership and Management**

South Business & Technology College, Sydney, Australia. Completed: 2022

### **Master of Governance Studies**

University of Dhaka, Bangladesh. Completed: 2018

### **Bachelor of Social Science in Media Studies & Journalism; Minor in Computer Science & Engineering (CSE)**

University of Liberal Arts Bangladesh, Dhaka, Bangladesh. Completed: 2016

Key Subjects: Journalism, Report writing, Web Technology, E-commerce technology, Ethical hacking.

### **Certificate IV in Security Management**

Australian Academic Solutions, Australia, Completed: 2023

### **Certificate II in Security Operations**

Multisec Training, Sydney, Australia, Completed: 2020

## ☰ Certifications

- **SC-200: Microsoft Security Operations Analyst**
- **MS-900: Security, Compliance, and Identity Fundamentals**
- **Fortinet FortiGate 7.6 Administrator, Issued Dec 2024**
- **Fortinet Certified Associate Cybersecurity, Issued Dec 2024**
- **Fortinet Certified Fundamentals in Cybersecurity, Issued Dec 2024**
- **HP Commercial and Consumer Desktops, Workstations and Notebooks Service Qualification Certificate, Issued Nov 2024**
- **3CX Basic Exam Certification, Issued Nov 2024**
- **Microsoft 365 Certified: Fundamentals, Issued July 2024**
- **Microsoft Certified: Azure fundamentals, Issued: July 2023**
- **Google Technical Support Fundamentals, Issued: July 2022**
- **Certified Ethical Hacker (CEH) theory, EC-Council, Issued: Nov 2021**
- **Comptia Security+, Issued: Nov 2021**
- **Comptia Network+, Issued: Oct 2021**

- **AWS Cloud Technical Essentials, Issued: July 2022**
- **Arena Web Security (Certified Ethical Hacker) Issued: Sep 2021**

## ☰ Technical Skills

- **Operating Systems:** Proficiency in troubleshooting and resolving technical problems in both Windows and macOS. Experience in installing Windows 10, 11 & Windows Server, configuring, and maintaining computer systems and peripherals.
- **Ticketing Systems:** Experience with using ticketing systems like Jira, Fresh Service, Cherwell to document and maintain records of support activities.
- **Security Tools:** Familiarity with security tools and techniques used in penetration testing, vulnerability assessments, and ethical hacking.
- **Documentation:** Ability to create comprehensive reports detailing the findings of penetration tests and recommended remediation strategies.
- **Communication and Collaboration:** Skill in effective communication and collaboration with clients to understand their needs and deliver high-quality services.
- **Network Protocols Proficiency:** Understanding of TCP/IP, DNS, and DHCP.
- **Analytical and Problem-Solving Expertise:** Strong ability to diagnose and resolve technical issues.
- **Customer-Centric Approach:** Dedication to delivering exceptional service to end-users.
- **Time Management and Organizational Skills:** Efficiently managing multiple tasks and priorities.
- **Collaborative IT Team Player:** Working effectively with colleagues and departments to achieve common objectives.
- **Adaptability for Evolving Technologies:** Willingness to learn and embrace changing IT practices.
- Knowledge about Milestone XProtect Smart Client CCTV Capture software.
- **Troubleshooting:** Ability to diagnose and resolve hardware, software, and network issues.
- **Active Directory Administration:** Experience in user account management and permissions within Active Directory.
- **Network Infrastructure:** Knowledge of setting up and maintaining network infrastructure and equipment.
- **System Backups:** Proficiency in conducting system backups and ensuring data integrity and security.
- **Productivity software:** Microsoft Office Suite.

## ☰ References

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System Engineer Level 2

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