

KEVIN TRAN

IT Officer | ACT Government (ITO2-ITO3)

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PROFESSIONAL SUMMARY

Practical IT Officer with 3.5 years of experience in service desk, systems support, cloud administration and cyber hygiene for ACT Government. Skilled in Microsoft 365, Active Directory, endpoint management, ITSM tooling and user training. Known for fast issue resolution, clear communication and automation that improves service. Right to work in Australia; Working with Vulnerable People registration current.

PROFESSIONAL EXPERIENCE

Systems Support Officer (ITO3) Feb 2025 – Present
Chief Minister, Treasury and Economic Development Directorate, Canberra ACT

- Administer Microsoft 365, Azure AD and Intune for 2,000 users, maintaining 99.8% uptime.
- Resolve escalated incidents and problems within SLA in ServiceNow.
- Automate onboarding and patching with PowerShell, saving 15 hours a week.
- Support security controls, including MFA rollout and vulnerability remediation.
- Mentor 3 service desk officers and write knowledge articles.

Service Desk Analyst (ITO2) Sep 2023 – Jan 2025
ACT Health Directorate, Canberra ACT

- Resolved 60+ tickets a week with 95% customer satisfaction.
- Set up laptops, mobile devices and printers for new starters.
- Supported migration of 800 accounts to a cloud platform.
- Delivered end-user training on collaboration tools.

IT Support Assistant (ITO1) Mar 2023 – Aug 2023
Access Canberra, Canberra ACT

- Provided desktop support and maintained the asset register.
- Logged and escalated incidents to second-level teams.

EDUCATION

Bachelor of Information Technology
University of Canberra, ACT – 2022

VOLUNTEERING

IT Volunteer 2022 – Present
Canberra Digital Inclusion Group, ACT

- Help seniors learn devices and online safety.

KEY CAPABILITIES

- Service desk and incident management
- Microsoft 365 administration
- Endpoint and device management
- Identity and access management
- Cyber hygiene and MFA
- Scripting and automation
- Network fundamentals
- Technical documentation
- Customer communication

TECHNICAL SKILLS

Microsoft 365

Azure AD

Intune

ServiceNow

PowerShell

Windows Server

Active Directory

Cisco (basic)

KEY ACHIEVEMENTS

- 99.8% uptime for 2,000 users.
- Saved 15 hours a week through automation.
- 95% customer satisfaction on the service desk.

TRAINING & CERTIFICATIONS

- Microsoft 365 Certified: Modern Desktop Administrator
- CompTIA Security+
- ITIL 4 Foundation
- Azure Fundamentals (AZ-900)
- Cyber Security Awareness Training

WORK RIGHTS & AVAILABILITY

Right to Work in Australia
Working with Vulnerable People registration

Availability
4 weeks notice; Canberra based, hybrid or flexible

REFEREES

Available on request.