
ASHISH MAHASETH

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IT Support Engineer | Technical Project Coordinator | MSP Experience

Microsoft 365 | Active Directory | Azure AD | Intune | Service Desk

IT Support Engineer with 2+ years of MSP experience delivering Tier 2/3 support across 500+ end-users and multiple client environments. Proven track record in Microsoft 365 migrations (30+ completed), Intune MDM deployments, and cloud infrastructure management. Strong technical troubleshooting combined with client-facing project coordination—bridging business requirements and technical delivery in SLA-driven environments.

Core competencies: Microsoft 365 administration, Azure AD/Intune, endpoint security, VoIP systems (3CX/Yealink), backup/recovery, and IT service delivery aligned with ISO 27001 and ITIL frameworks.

TECHNICAL SKILLS

Ticketing & RMM:	ServiceNow, Jira, Any Desk, Team Viewer, Zoho Desk
Networking:	LAN, WAN, TCP/IP, DHCP, VPN, DNS, Routers, Switches
Endpoint & Security:	Bitdefender, VPN, Intune, Veeam, NABLE, Office 365 backup
VoIP Support:	Yealink, 3CX
Platforms:	Windows 11 & 10 Enterprise, Windows Server 2012, 2016, 2019 & 2022, macOS, Android, iOS
Cloud Technologies:	AWS, Microsoft 365, Microsoft Azure, Active Directory, Power Platform, SharePoint, MS Teams
Web & CMS:	WordPress, cPanel, Adobe Photoshop, Illustrator, Premiere Pro
Standards:	ISO 27001, ISO 9001, Security governance, ITIL practices

WORK EXPERIENCE

The Kakadu IT Solutions, Canberra, ACT

10/2023 – Present

IT Engineer & Technical Project Coordinator (Canberra Based)

Deliver Tier 2/3 technical support and project coordination for 20+ SMB clients across Canberra, managing hybrid cloud environments, endpoint security, and client-facing solution delivery.

Technical Support & Operations:

- Resolve 50+ weekly tickets (average) across hardware, software, cloud platforms, and networking for 500+ end-users while maintaining 95%+ satisfaction ratings
- Administer Microsoft 365, Azure AD, and Intune environments—handling user provisioning, MFA enforcement, conditional access policies, and group-based licensing across multiple tenants
- Deploy and maintain Bitdefender endpoint security across 30–80 devices per client, eliminating malware incidents and blocking unauthorized USB access through centralized policy management
- Configure and support VoIP systems (3CX, Yealink) for 10+ clients, reducing call routing issues by implementing dial plan optimization and SIP trunk monitoring
- Manage backup/recovery operations using N-able and Office 365 Backup, successfully recovering 15+ critical

datasets with zero data loss

Project Delivery & Client Coordination:

- Lead Microsoft 365 tenant migrations from on-premises Exchange and GoDaddy/cPanel hosting—completed 6 migrations (25–250 mailboxes each) with 25% less downtime than legacy migration processes
- Architected and deployed SharePoint Online intranets and Microsoft Teams environments for 8+ clients, achieving 80%+ active adoption within first 30 days through structured change management and user training
- Built appointment automation workflows using Power Automate, Calendly, and MS Bookings for 5+ professional services clients (law, real estate, mortgage broking), cutting manual scheduling time by 60%+ and reducing missed appointments
- Author technical runbooks and SOPs that reduced new hire onboarding time from 3 weeks to 10 days and standardized delivery quality across the team
- Act as primary client liaison for 10+ concurrent projects—translating business requirements into technical deliverables, managing stakeholder expectations, and ensuring on-time, on-budget project completion

Security & Compliance:

- Apply ISO 27001 security principles across identity management, device controls, and documentation implementing USB restrictions, BitLocker enforcement, and RBAC models aligned with Zero Trust architecture
- Reduced security incidents by 40% through systematic deployment of conditional access policies, MFA enforcement, and endpoint hardening across the client fleet

Technologies: Microsoft 365 Admin Center, Azure AD, Intune, SharePoint Online, Teams, Power Automate, Active Directory, AWS, Bitdefender, N-able, 3CX, Yealink, ServiceNow, Jira, DHCP/DNS, VPN

Additional International Experience

ICT Officer – Aasaman Nepal (Dec 2021 – July 2023)

Provided desktop support, account management, and network troubleshooting for a 100+ user organization.

- Provisioned and configured Windows workstations and peripherals for new hires, reducing setup time from 4 hours to 90 minutes through standardized imaging and deployment scripts
- Managed Active Directory user accounts, group policies, and access permissions—handling 200+ password resets and 50+ new user setups monthly
- Performed hardware/software inventory audits quarterly, identifying and decommissioning 30+ unused licenses, saving \$5K+ annually
- Delivered remote technical support via TeamViewer and AnyDesk for field staff across 5 regional offices, maintaining 98% first-contact resolution rate

IT/Telecommunication Engineer – Huawei Nepal (July 2021 – Dec 2021)

Supported telecommunications infrastructure deployment for enterprise clients, working with Huawei routers, switches, and optical fiber networks.

- Installed and configured network infrastructure (routers, switches, WAPs) for 3 major telecom deployments, ensuring 99.5% uptime post-implementation
- Provided Level 2 support for IP networks and fiber optic systems—reducing average incident resolution time by 35% through systematic diagnostic procedures
- Documented network configurations and technical handover procedures for 5+ client sites, improving knowledge transfer and compliance

Project Experience:

❑ Email Migration

Successfully completed six email migration projects with minimal downtime, transitioning email services from Go-Daddy & C-Panel to Microsoft 365 for efficient data migration and user transition.

Achievements:

- Completed six email migration projects, each involving 25 to 250 mailboxes, within specified timelines and with minimal downtime.
- Reduced migration-related downtime by 25% compared to previous migrations through effective planning and execution strategies.
- Received positive feedback from stakeholders and users for seamless transition to Microsoft Office 365 with minimal disruptions to operations.

❑ Appointment Automation System

Implemented an end-to-end appointment scheduling automation using Calendly, Zoho, MS Booking and Power Automate for multiple clients, including law firms, real estate agencies, and mortgage brokers, enhancing client engagement and operational efficiency.

Achievements:

- Automated appointment booking workflows for five+ professional service clients, integrating Calendly with Outlook, Microsoft Teams, and client websites.
- Reduced manual scheduling efforts by over 60%, improving response time and customer convenience.
- Customized booking pages with branding, service categories, and dynamic availability settings tailored to each client's business type.
- Integrated automated email and SMS notifications, minimizing missed appointments and improving overall client communication.
- Received positive client feedback for creating a streamlined, user-friendly, and professional scheduling experience that enhanced business productivity.

EDUCATION & CREDENTIALS

Master of Information Technology: Macquarie University Sydney, Australia	2023 – 2025
Bachelor of Engineering: Electronics & Telecommunication Engineering Kathmandu, Nepal	2016 – 2021

REFERENCES

1. Employer

Full Name: Chudamani Sapkota
Company: The Kakadu IT Solutions
Designation: Managing Director
Contact Number: +61 433 535 762
Company Email: info@thekakaduit.au

Full Name: Ashish Sapkota
Company: The Kakadu IT Solutions
Designation: IT Service Delivery Manager
Contact Number: +61 431 106 710
Company Email: ashish@thekakaduit.au

2. Client serving - for the last two years

Full Name: Tonnou Ghothane
Company: Ghothane Lawyers
Designation: Founder
Contact Number: +61 421 815 886
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