

SHEALLEY ANG

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A highly resourceful and analytical IT Professional with 20+ extensive experience in customer service, IT support officer and help desk administrator with commitment to Cyber, IT Governance, Technology Services and Service Deliveries.

EXPERIENCE

2024

ICT SERVICE DESK, AUSTRALIAN MUSEUM

Provided key project support to ICT department, cyber uplift, intranet refresh, e-waste management policy, change policy.

IT SERVICE DESK, CITY OF CANTERBURY BANKSTOWN COUNCIL

Provide L1 & L2 technical support to 21 key services include childcare centres, waste collection, parks, roads, maintenance, libraries, community facilities, art galleries, fitness and aquatic centres.

IT SERVICE DESK, NSW ELECTORAL COMMISSION

Provide L1 & L2 technical support SGE2023

2021

IT SUPPORT ENGINEER, AUSTRALIAN DIGITAL HEALTH AGENCY

Provide frontline L1, L2 & L3 Cyber and IT technical support for the Agency.
Support deployment, monitoring, maintenance, upgrade, & support for all systems in the Agency.
Hardware Refresh Project, Onboarding/Offboarding uplift, ServiceNow Project

2020

IT SUPPORT ANALYST, DEPARTMENT OF PARLIAMENTARY SERVICES

Provided L1 & L2 technical Support to 156+ NSW LC & LA members and their EO staffs.
Laptop Refresh Project, Covid-19 Audio/Video Conferencing Project

2018

IT SUPPORT OFFICER, MAAS, THE POWERHOUSE MUSEUM

Provided L1, L2 technical Support to 600+ user of the Powerhouse Museum and its group.

TECHNICAL SKILLS

OS: Windows 10, Windows server 2012+, MAC, IOS & Android

Network: LANs, WANs, TCP/IP, Firewalls, VPNs, DHCP, DNS

Other: Python, PowerShell, SQL, Java, HTML & CSS

Software: MS Active Directory, MS Office Suite, MS Visio, MS Project, MS Teams, MS Dynamics, Citrix Server, SAP, Salesforce, Atlassian Jira/confluence & Insight Asset Management, Mimecast, Splunk, Webcast, ServiceNow, HPECM9 (content manager/ trim), SharePoint/One drive, MS Azure, MS Intune, MS Exchange, Cisco Suite, WebEx, Meraki,