

Bibek Luitel

0433895962 ▪ bivekluitel101@gmail.com ▪ Sydney

Consultant-Modern Workplace

I am an accomplished IT professional with a Bachelor of Information Technology and three years of industry experience. I have held the position of Associate Consultant at NCS Australia, where I played a pivotal role in executing successful data governance and security solution projects for notable clients such as NGM Group, Flight Centre Travel Group, Department of Education, and Travel Associates. In addition to consultancy roles, I have demonstrated proficiency in IT support roles through my work with NCS internal IT, NGM Group, Woolworths Group, and the Department of community and justice. My technical expertise is further validated by certifications from leading vendors, including Microsoft, Cisco and AvePoint, underscoring my comprehensive knowledge and skills in IT solutions and services.

Sectors:

Education, Travel, Professional Services, Government, Retail and Wholesale

Skills (SFIA):

Application support, Information security, Data visualization, Incident management, Information security, IT infrastructure, Security operations, Identity and access management

Tools and technologies:

M365 Admin, Microsoft Defender for Endpoint, PowerShell, AvePoint FLY, Microsoft Azure, ServiceNow, Power BI, Airlock Digital, PIM, KQL, SharePoint and Teams

PROFESSIONAL EXPERIENCE AND TRAININGS

Associate consultant-Modern Workplace

July2023 -Present

NCS Australia, Sydney

Duties and Responsibilities

Responsible for undertaking projects to apply Microsoft security solution and data governance for the clients, which involves assessing client needs and providing deliverables as per the SOW. Collaborate with various teams to ensure the success of projects and provide IT support to clients, facilitating a smooth transition process.

Achievement:

I have worked implementing Microsoft security solutions and Data governance projects for notable organizations including Flight Centre Travel Group, Department of Education, Travel Associates, and Newcastle Greater Mutual Group. Furthermore, I have demonstrated success in providing IT support for NCS Internal IT, Woolworths Group, and the Department of Community and Justice.

IT support

Active IT, North Strathfield

Jun2022-Jun2023

Duties and Responsibilities

The roles include troubleshooting and resolving IT issues, managing service requests, and ensuring the seamless operation of client systems. This involves identifying and addressing technical problems, holding various service requests from users, and maintaining the smooth functioning of the IT infrastructure.

Achievement:

I provided efficient technical support for both hardware and software problems, which contributed to high levels of customer satisfaction. Similarly, I also provided smooth onboarding and offboarding processes, ensuring a seamless experience for new and departing users.

Project Experiences

Department of Education Essential 8 Framework Implementation

Client Name / Sector: Department of Education (Education)

Challenge: The challenge was to implement the Essential 8 framework to DOE (Department of Education) school and Corp devices.

Role and achievements: Contributed to strengthening of security posture by implementing WDAC, leading to a significant reduction in unauthorized application usage. Improved the efficiency of security operations by implementing RAP (Restrict Admin Privilege). Supported the compliance efforts by ensuring that all security measures met regulatory requirements, contributing to successful audits. Provided Hypercare support to ensure stability, smooth transition and rapid issue resolution before passing on to BAU.

Skills utilized: Data visualization, Data security, Technical support, User Experience Evaluation, Testing, Troubleshooting, App control

Tools and technologies utilized: Airlock Digital, Windows Defender App Control (WDAC), M365 Admin, PowerShell, Microsoft Defender for Endpoint (MDE), Config manager

NCS Internal IT Integration (NCS Australia)

Client Name / Sector: NCS Australia (Professional Services)

Challenge: The project challenge was to migrate O365 data from 5 different legacy domains to NCS AU and support the device migration.

Role and achievements: I played a pivotal role in the migration of O365 data from five legacy domains to NCS AU using AvePoint tools. Also, I coordinated the migration process, ensuring adherence to timelines and maintaining data integrity. Following the migration, I provided expert technical support for device migration, adeptly troubleshooting issues to ensure a seamless transition for users.

Skills utilized: Data visualization, Data analysis, Incident Management, Problem Management, Technical Support, Stakeholder Communication

Tools and technologies utilized: AvePoint FLY, Microsoft Azure Entra ID, PowerShell, M365 Admin Centre, Power BI, ServiceNow

M365 and AAD Tenancy Consolidation (NGM Group)

Client Name / Sector: Newcastle Greater Mutual Group (Financial services)

Challenge: The primary challenge of the project was the integration of data from Greater Bank and Newcastle Permanent Bank into the NGM Group Bank. This necessitated the design of an information architecture (IA) within the target environment to effectively organize, structure, and label information, ensuring robust data governance.

The project involved the migration of various data types, including identities, shared mailboxes, Teams chat, Teams, SharePoint, and M365 Groups. Additionally, it included the device migration from Greater Bank and Newcastle Permanent to the NGM Group Tenant.

Role and achievements: Responsible for mapping the information architecture (IA) for M365 workloads and executing the data migration process. This involved ensuring the accurate transfer of M365 data from the Greater and Newcastle Permanent domains to the NGM domain. Also, I provided technical support to resolve end-user issues, facilitating the smooth adoption of the new systems.

Additionally, I conducted thorough testing and analysis to validate data integrity and enhance system performance, ensuring a seamless transition for end users.

Skills utilized: Information Architecture, Data analysis, Incident management, Testing, Problem management, User Experience Evaluation.

Tools and technologies utilized: AvePoint FLY Migration Tool, M365 Admin Center, Jira, Quest Migration Tool, PowerShell

EDUCATION & TRAINING

Bachelor of Information Technology
Federation University, Sydney

11/11/2021

CERTIFICATION

- Microsoft Certified: Azure Fundamentals
- Microsoft Certified: Security Operations Analyst Associate
- Microsoft Certified: Identity and Access Administrator Associate
- Microsoft Certified: Information Protection and Compliance Administrator Associate
- Microsoft 365 Certified: Administrator expert
- Level Up CSP Copilot for M365

CORE COMPETENCIES

Tech-savvy | Team Player | Customer Service | Time Management | Problem-Solving | Excellent Interpersonal & Communication Skills | Self-Driven | Adaptable

REFERENCE

Available on Request