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AI-Forward | Enterprise IT Operations | Process Improvement

CONTEXT

- Deeply engaged in learning and applying AI in my own time.
- Building projects at different scales.
- Personal investment drives growth in technical capability.

NTT, WELLINGTON — PRESENT

Initiative in Scope

Active Project

COMPLETED

- Built an AI-assisted endpoint fix script for a major vendor application.
- This involved AI-assisted research and coding.
- Observed application behaviour under different conditions.
- Tested different approaches and script versions on a dedicated test device.
- The script passed validation and entered production for individual endpoint failures.
- L2 bundling with the existing install package failed.
- The script was not at fault.
- This led to an investigation of the install package itself.

ACTIVE

- Rebuilding the enterprise app package from the proven fix.
- Test-device validation is complete.
- Further rollout stages remain.

Delegated Scope

- I manage the printer queue serviced by a major external vendor.
- Supported a printer vendor transition through vendor liaison and project work.
- Resolved printer configuration issues beyond normal front-line scope.
- Reduced avoidable escalation.
- Reworked a fragmented multi-ticket process using bulk changes, filter logic, and cross-ticket identity linkage.
- Improved traceability across related requests.
- Cut staff time and repeat work.
- Advised on preserving classification and workflow visibility during transition away from the three-ticket vendor model.

ROLE PROGRESSION MAP *From service desk baseline to AI-forward operational delivery*

Service Desk Foundation

- Began in November 2022 in a 5,000+ user environment across shared-service and single-organisation clients.
- Supported clients in transport, healthcare, energy, regional government, and consumer goods.
- Handled incidents and service requests from triage through resolution, documentation, and escalation.
- Resolved user, device, application, and access issues through structured remote support.

Trusted Operational Scope

- Progressed into dedicated BAU support for a major transport-sector client.
- Worked in a team sustaining 90%+ first-contact resolution.
- Analysed endpoint performance and device health issues as part of day-to-day support.
- Managed identity, access, and account lifecycle tasks within service desk scope.

Specialist and Improvement Scope

- Became the SME for privileged access requests across admin, local admin, shared, and external account types.
- Took on vendor-facing queue and transition responsibilities beyond normal front-line scope.
- Reworked a fragmented multi-ticket process using bulk changes, filter logic, and cross-ticket identity linkage.
- Reduced avoidable escalation, improved traceability, and cut staff time and repeat work.

AI-Forward Operational Delivery

- Applied AI-assisted research and coding to build an endpoint remediation script for a major vendor application.
- Moved the work from test-device validation into controlled production use for individual endpoint failures.
- Turned remediation results into evidence for package investigation and package rebuild work.
- Continued into enterprise package reconstruction from the proven fix.

TECHNICAL SKILLS

- Identity and access administration
- Messaging and Microsoft 365 support
- Endpoint and device administration
- Enterprise applications and deployment
- Network and connectivity troubleshooting
- Service operations and remote support
- Knowledge, process, and documentation
- AI in IT operations

QUALIFICATIONS

- AWS Certified Cloud Practitioner
- AWS Foundations of Cloud Computing — Unitec / Te Pūkenga
- Bachelor of Arts, History and Political Science — Griffith University
- NTT internal certifications, including AI training