

# Nicholas Francis O'Brien

IT Support | Service Desk | Enterprise Support Operations

**Location:** Lower Hutt, New Zealand

**Website:** [nicko.obrienai.com](http://nicko.obrienai.com)

**GitHub:** [github.com/nicholasob7](https://github.com/nicholasob7)

**Email:** [nicko.obrien.ai@gmail.com](mailto:nicko.obrien.ai@gmail.com)

**LinkedIn:** [linkedin.com/in/nicholasfobrien/](https://linkedin.com/in/nicholasfobrien/)

**X:** [x.com/nicho0101](https://x.com/nicho0101)

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## PROFESSIONAL SUMMARY

IT Service Desk Analyst at NTT DATA with over three and a half years' enterprise support experience across incidents, service requests, Microsoft administration, identity/access, endpoint, application, and network issues.

Dedicated BAU support analyst for a major New Zealand transport-sector client, contributing to 90%+ first-contact resolution through structured troubleshooting, documentation, resolution ownership, and escalation judgment.

## CURRENT EMPLOYMENT

**IT Service Desk Analyst — NTT DATA**

**Wellington, New Zealand | November 2022 – Present**

## CORE IT SUPPORT SKILLS

- Service operations: ServiceNow, Jira Service Management; ITSM, incident/request ownership, escalation, SLA handling
- Microsoft administration: Microsoft 365 admin center, Intune, Entra ID, Exchange; identity, licensing, compliance, endpoint, app, messaging support
- Directory/access: Active Directory; account lifecycle, local/admin/privileged/service/shared/external access, security groups
- Endpoint/hardware/network support: Windows troubleshooting, vendor apps, packaged installs, deployments, network troubleshooting, DNS/connectivity diagnosis
- Technical tooling: remote/admin tools, knowledge bases, scripted fixes, PowerShell tooling, AI-assisted troubleshooting/scripting

## RELEVANT EXPERIENCE

**Service Desk Foundation | November 2022 – late 2023**

- Supported users in a 5,000+ user enterprise environment across shared-service support operations.
- Owned incidents and service requests from diagnosis through resolution, documentation, or evidence-based escalation.
- Resolved user, endpoint, application, access, and network issues across remote enterprise support workflows.

**Dedicated BAU Support — Major NZ Transport Client | 2023 – Present**

- Progressed into dedicated BAU support for a major transport-sector client.
- Worked in a team sustaining 90%+ first-contact resolution.
- Managed identity, access, and account lifecycle work across Active Directory and Microsoft administration surfaces.
- Analysed endpoint performance and device health issues as part of day-to-day support.

## ADDITIONAL SCOPE

- SME for privileged access requests across admin, local admin, shared, and external account types.
- Managed a printer queue serviced by a major external vendor.
- Supported printer vendor transition and resolved printer configuration issues beyond normal front-line scope.
- Improved traceability and reduced repeat work through bulk updates, filtering, and cross-ticket linkage.

## SELECTED TECHNICAL IMPROVEMENT

- Built an AI-assisted PowerShell remediation script for a major vendor application endpoint issue.
- Tested versions on a dedicated device before production use.
- Script passed validation and entered production for individual endpoint failures.
- Recognised internally for initiative, documentation, manager endorsement, and cross-team circulation.
- Used results to identify package-level deployment issues requiring further reconstruction.

## QUALIFICATIONS

- AWS Certified Cloud Practitioner | AWS Foundations of Cloud Computing — Unitec / Te Pūkenga
- BA History and Political Science — Griffith University | NTT internal certifications, including AI training
- NTT internal training via Skillsoft Percipio, including Azure AI, AI development, Microsoft Azure Fundamentals preparation, service management, security awareness, and enterprise IT support coursework