

Green Huang

Melbourne, VIC

• 0478395855

• greenhuang47@gmail.com

LinkedIn: [linkedin.com/in/greenhuang](https://www.linkedin.com/in/greenhuang)

• Portfolio: greenhuang.com

PROFESSIONAL PROFILE

Hands-on desktide and remote support professional with Windows 10/11 imaging, hardware break/fix and L1–L2 ticket resolution experience across corporate offices and small data-centre sites. Skilled at SCCM deployments, AD administration, VLAN & switch installs, and PowerShell automation that drives measurable uptime and faster rollouts. Labs and certs (CKA, AWS SAA) demonstrate continuous learning and disciplined change control.

KEY SKILLS SUMMARY

- Hardware: HP/Dell laptops & desktops SSD / motherboard swaps Dell PowerEdge servers
- OS & Imaging: Windows 10/11, Windows Server 2022 • MDT / SCCM task sequences • BitLocker
- Infrastructure: VLANs • DHCP/DNS • WireGuard VPN • Power & patch management
- Tools & Ticketing: Jira Service Management, ServiceNow, Intune, iDRAC, iLO
- Scripting & Automation: PowerShell, Bash, Python • Git • Jenkins CI/CD
- Cloud / Containers: AWS (EC2, S3, IAM), Kubernetes, Docker, k3s
- Monitoring: Grafana, Prometheus, Windows Event Logs

CERTIFICATIONS

- | | |
|---|----------|
| • Certified Kubernetes Administrator (CKA) – Linux Foundation | Apr 2025 |
| • AWS Certified Solutions Architect – Associate | Oct 2023 |

EMPLOYMENT EXPERIENCE

Freelance IT Technician – Desktide & Network Support

Tech Domain Pty Ltd

Apr 2025 – Present

- Deliver Windows 10/11 migrations and software upgrades with SCCM during desktide support visits, ensuring zero-data-loss cut-overs.
- Troubleshoot service-desk tickets on-site and replace critical components (SSDs, hard drives, motherboards) on HP/Dell laptops and desktops.
- Perform IMAC tasks, asset inventory audits, and ITAD data-wipe & decommissioning to maintain accurate lifecycle records.

Front-End Developer Intern

Kingdom Technology, Melbourne

May 2025 – Present

- Collaborating on building MVPs for startups using Next.js, Tailwind CSS Integrating Strapi CMS for dynamic content management.
- Implementing complex forms with React Hook Form and Zod for robust validation.
- Working with webhooks and API integrations to enhance application functionality.
- Utilising Supabase for backend services and real-time data handling

IT Support Intern

RANS Australia, Melbourne

Feb 2025 – May 2025

- Imaged 10 + Windows 11 laptops and orchestrated a staged cut-over, slashing desk-side deployment time by 30 %.

- Deployed Ricoh & Brother network printers via GPO , eliminating ad-hoc USB installs and cutting print-queue incidents by 45 %.
- Remotely assisted users with software installations, email configuration, and VPN connectivity, boosting first-contact resolution rate to 80%.
- triaging tickets via Jira Service Management and SLAs to ensure 90% of incidents were resolved within agreed timeframes.
- Conducted SEO research (SEMrush), rewrote meta-tags, and lifted organic search traffic by 22 %.
- Offload media from the server to CDN, which cuts page-load times by 35 %.
- Authored step-by-step knowledge-base articles for non-technical staff, reducing repetitive tickets by 40 %.

Warehouse Assistant

Ozworld Timber Flooring, Melbourne

Apr 2024 – Feb 2025

- Stabilised warehouse Wi-Fi & CCTV by repositioning APs and upgrading Poe switch firmware, eliminating weekly camera drop-outs.
- Installed two TP-Link's Wireless Access Points with guest VLANs/firewall rules, improving network segmentation.
- Fixed Dahua DVR RAID fault and recovered 100 % of archived footage; no data loss.
- Managed customer inquiries, providing information on products and resolving issues.
- Prepared invoices and weekly budget reports, ensuring zero discrepancies across six months.
- Maintained and updated the official website (ozworld.com.au) and monitored daily records.
- Managed daily stock movements with forklifts; improved stock accuracy from 92 % to 98 %.

PROJECTS SUMMARY

Dell PowerEdge Homelab (2025 – present) [link](#)

- Built rack-mounted R740; runs Windows Server 2022 (AD DS, DNS, Hyper-V) and k3s cluster on Proxmox for CI pipelines.
- Practise drive swaps, iDRAC firmware updates, and rack-and-stack procedures to mirror L1/L2 dispatch tasks.
- Automate nightly VM backups to Backblaze B2 with Restic (RTO < 30 min).
- Hardened access with WireGuard VPN and least-privilege RBAC.

EDUCATIONAL BACKGROUND

Master of Information Technology

Monash University, Melbourne

Key Areas: Cloud Computing, Web Development

Feb 2022 – Dec 2023

Bachelor of Engineering (BE)

Dalian University of Technology, Dalian

Key Areas: Structural Mechanics, Biomechanics

Sep 2016 – Sep 2020