Dylan Perkins

Internal IT, Microsoft systems & automation

Castle Hill, Sydney | 0408 176 991 | dylanjperkins@outlook.com
dylanperkins.com | LinkedIn

Support Analyst with MSP experience across Microsoft 365, Entra ID, Windows and cloud-hosted desktops. I also build internal applications, API integrations and Azure automation. Looking to join an internal IT team where I can take ownership of systems, work closely with the people using them and keep improving how the organisation works.

Technical experience

Microsoft: Microsoft 365, Exchange Online, Entra ID, Active Directory, Windows 10/11, Remote Desktop and Azure Virtual Desktop support.

Cloud & automation: Azure Logic Apps, Automation Runbooks, PowerShell, REST APIs, JSON, Azure SQL, MSAL, Copilot Studio, AWS S3, CloudFront and GitHub Actions.

Service delivery: Halo PSA, NinjaOne, TeamViewer, Huntress and ThreatLocker; user lifecycle, MFA, licensing, shared mailboxes, networking, onsite and executive support.

Experience

Support Analyst | cubesys

April 2026 - present | Sydney

- Provide remote and onsite support across MSP clients, including identity, Windows endpoints, Microsoft 365 and business applications.
- Triage the Halo PSA queue against response SLAs, resolve issues within delegated access and escalate with the technical context needed to continue the investigation.
- Administer user accounts, groups and licences in Microsoft 365 and Entra ID; provide dedicated onsite support and executive-facing assistance.
- Build internal tools around recurring support problems, including staff availability, Teams-to-Jira requests and equipment warranty tracking. Selected work is on page 2.

IT Helpdesk Consultant | Habitat3

2022-2023; November 2025 - April 2026 | Sydney

- Administered Microsoft 365, Exchange Online, Entra ID and Active Directory across small and mid-sized client tenants.
- Resolved Windows, email, identity, Remote Desktop, printer and connectivity issues, alongside legal, medical, optical and accounting applications.

Level 1 Support Analyst | Arrow Voice & Data

September - November 2025 | Sydney

- Handled high-volume VoIP and MSP support using Halo PSA and NinjaOne, covering Windows, Microsoft 365, identity and networking.
- Assisted a Meraki-to-Ubiquiti networking transition and documented a previously unclear handset configuration process as a repeatable setup guide.

Earlier work

Toolmaking apprentice, Unique Tooling (January 2024 - September 2025): SolidWorks assemblies, drawings and precision measurement. Computer technician and electrical sales, Harvey Norman (2023). Habitat3 work also included hosted desktop migration support.

Selected work

Project write-ups and screenshots: dylanperkins.com

Aura | staff availability inside Microsoft Teams

Replaced a shared Excel spreadsheet with an internal application used daily by the team. Built day, week and month views, organisational sign-in through Entra ID and MSAL, server-side access checks and Azure SQL storage.

Teams-to-Jira support agent

Built a Copilot Studio agent that turns a Teams message into a Jira ticket through a custom REST API connector. It extracts the issue, urgency and deadline, asks for missing details, shows a preview and flags security reports or outages for escalation.

Azure meeting-document workflow

Built a workflow with Logic Apps, Automation Runbooks, PowerShell and the Zoom API to retrieve transcripts and summaries, generate Word documents and send them to approved recipients. Added deletion of source recordings and cloud content after processing.

Kit | equipment and warranty tracking

Built an equipment register around assignments, return references, collection status and replacement history. Added searchable records and printable QR labels so physical devices can be matched to their support history.

PAAM | finding useful automation work

Developed a pilot that gathers repetitive tasks through a conversational agent and organises them into opportunities, grouped build requests and a delivery board. The hub records estimates of existing effort so proposed work can be compared; these are not claimed savings.

AWS website and automated deployment

Host dylanperkins.com on S3 and CloudFront with Origin Access Control, HTTPS and Cloudflare DNS. The GitHub Actions deployment uses OIDC, checks local links, uploads public files, clears the cache and verifies the live pages and media.

Further technical work

Wrote a small hex viewer in C, compiled it and examined the executable in IDA to connect the source with x86-64 instructions. Built PatternForge, a C++20 / JUCE music workstation, and Afterimage, a two-layer software synthesiser. Examples and screenshots.

Education & professional development

Certificate III in Information, Digital Media & Technology
Integrity Business College, 2020.

AWS Certified Solutions Architect - Associate and Cloud Practitioner
Earned in 2022; certifications have expired. Continuing hands-on AWS work.

Current study: CCNA networking material, Linux, C, operating-system internals and reverse engineering. Completed the first year of toolmaking training at TAFE NSW.

Australian citizen | Full NSW driver licence