Dhruv Setty

IT Support Analyst | Service Desk and Service Delivery

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Portfolio | GitHub

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SUMMARY

IT support analyst with frontline service delivery experience across enterprise, government and SME clients. Manages the ticket lifecycle in ServiceNow, from logging and prioritisation to escalation and closure, in line with ITIL practices and agreed SLAs. Writes runbooks and clear ticket notes, communicates fixes to non-technical users, and practises Microsoft 365, Active Directory, Entra ID and Intune administration daily.

SKILLS

ServiceNow • ITIL 4 Practices • Incident and Request Management • SLA Management • Runbooks • Documentation
Microsoft 365 • Active Directory • Microsoft Entra ID • Microsoft Intune • Windows 11 • Linux • Change Control • SDLC

EXPERIENCE

Flat Bush PostShop, NZ Post and Kiwibank 2026 to Present
Customer Service Team Member | Retail banking and postal services Auckland, NZ

- Resolve Kiwibank and NZ Post enquiries at first contact, following documented KYC procedures and keeping audit-ready records of every identity check.
- Escalate exceptions through defined AML/CFT escalation paths within required timeframes, maintaining compliance with fraud and privacy controls.

North Shore Hospital, Waitematā District Health Board 2022 to 2023
Clinical Records Administrator | Temp contract via Alpha Recruitment Auckland, NZ

- Supported a legacy records migration, reconciling patient data against National Health Index and PHO identifiers to protect data integrity under the Health Information Privacy Code.

Randstad 2019 to 2025
Customer Success and Support | Temp contracts across enterprise, government and SME clients Auckland, NZ

- Provided first-line support across enterprise, government and SME client environments, onboarding quickly to each client's SLAs, processes and tools.
- Triaged and logged incidents and service requests in ServiceNow, resolving Microsoft 365 account, access and password issues and escalating to resolver groups within SLA.

Ishanya India Foundation 2025
Volunteer Teaching Assistant | Inclusive education and work integration programme Bengaluru, India

- Delivered digital literacy and Microsoft 365 training to neurodivergent youth, building practical computer skills for the workplace.

PROJECTS

IT Support Home Lab 2026

- Run a home lab on virtual machines and Docker to practise BAU service desk work: joiner and leaver tasks in Microsoft 365, Active Directory lockouts and Group Policy, and Intune enrolment and compliance.
- Documented each task as a runbook, tracked changes in a changelog, and wrote a CVSS table analysis of CVE-2022-1388 in F5 BIG-IP.

Single Sign-On Toolkit for Linux 2026

- Wrote Bash scripts to configure single sign-on on Linux hosts and audit user access, testing every change in virtual machines and Docker before release.

Cloud Identity Federation for Linux Workloads 2026

- Built a command line tool that connects Linux servers to Microsoft Entra ID, enforcing MFA and Conditional Access on every SSH sign-in, with automated tests in a CI pipeline.

Identity Governance for Legacy Unstructured Data 2026

- Built SailPoint IdentityIQ access governance for Linux file shares, automating joiner, mover and leaver changes and access reviews, with automated test coverage.

EDUCATION

Unitec Institute of Technology GPA 7.2 / 9.0
Bachelor of Design and Visual Arts, BDVA Auckland, NZ
Subjects: Media Design: Interactive Media Design, Interactive Environments, Introduction to Media Production

CERTIFICATION

Introduction to Cloud Architecture 2025
Unitec Institute of Technology | Awarded by Te Pūkenga Auckland, NZ