

# DAVID CARLINO

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Dual-degree Business and Information Technology graduate and Master of Cybersecurity candidate at UNSW with over three years' hands-on IT engineering and DevOps experience. Automation Software developer achieving 70% reduction in ticket-creations and delivering 16 successful deployment projects.

## PROFESSIONAL EXPERIENCE

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iPartners Group, Sydney, AU

2024 – 2025

### **I.T Support Engineer (Level 1/ Level 2 / Part Level 3 Support) / I.T Project Lead**

- Managed Level 1, Level 2 and partial Level 3 network and IT support, diagnosing and resolving complex hardware and software issues.
- Developed daily automation scripts and macros with PowerShell, PHP, and Node.js to streamline team workflows and increase efficiency, resulting in 40% ticket time decrease.
- Engineered and rolled out a WFH remote support tech stack for over 110 employees, including a self-service ticketing system and scripting-fix application, integrated via APIs with Jump Desktop, Jira, and other platforms.
- Collaborated with the platform team to detect, diagnose, and resolve over 20 bugs and over 150 manual patches in the PHP platform, delivering clear console error reports and technical recommendations.
- Designed alongside Business Analysts new wireframes, Mockups in Adobe XD and Lucidchart for new IT operations processes for software and hardware deployment.

Osborn Consulting, Sydney, AU

2023 – 2023

### **I.T Project Manager / Junior Project Consultant / Junior DevOps**

- Configured Microsoft 365, Google Admin/Cloud, and Azure Admin platforms for 10+ clients, strengthening cloud infrastructure security and collaboration.
- Developed full-stack solutions using Python, Node.js, and PHP, handling end-to-end deployment and maintenance of microservices and client websites.
- Consulted with clients to gather requirements and architect over 6 tailored IT solutions, including website creation, technology stack selection, and system integration.
- Designed and managed on-site IT infrastructures—new office network setups and CCTV systems—overseeing installation, configuration, and ongoing support.

Alana Maria Jewellery, Sydney, AU

2021 – 2022

### **PHP/ JS & Shopify Technical Support / Developer / Analyst - Internship**

- Advised on the structure of new Shopify Infrastructure for the company by assisting in consultation of new solutions.
- Implemented Facebook/Meta Pixel tracking across the e-commerce platform including configuring Hootsuite, achieving a 20% increase in the team's efficiency in Ad Monitoring.
- Built and maintained the company's initial VoIP phone system (1300 number setup) with integrated call-routing solutions.
- Consulted and Configured new Wireless CCTV systems setup including placement and integration with current camera configuration.

## EDUCATION

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University Of New South Wales (UNSW)

2025 -

### **Masters of Cybersecurity**

- Learning data and policy compliance / International Policies and Regularions.
- Learning basic pentesting including utilising Kali Linux/Debian-Based Linux systems.
- Learning OpenVAS with CVE Analysis within Infrastructures.

University Of Technology, Sydney (UTS)

2019 - 2023

### **Bachelor of Science in Information Technology (Computer Science)**

- Learning Networking including Packet Tracing and Data Analysis.
- Learning Basic Coding Languages focusing on Java, Node JS and PHP.
- Developing 10+ projects including setting up Cisco solutions and architecture.

University Of Technology, Sydney (UTS)

2019 - 2023

### **Bachelor of Business**

- Learning Business Management processes including Managing teams and projects.
- Communicating in teams for projects and ensuring deadlines and KPIs are met.
- Learning Marketing Research tools such as SPSS, SAP, Oracle, Google/Meta Ad Consoles.

## CERTIFICATIONS

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Axelos - ITIL 4 Foundations (Course and Exam Completed)

Cisco - Networking Basics Certification

CompTIA - CompTIA A+ Core Certification (Course and Exam Completed)

CompTIA - CompTIA Security+ Certification (Course and Exam Completed)

Google Inc. - Google Marketing Certification

Google Inc. - Google Workspace Administrator - Full Path

Google Inc. - Google Workspace Tools - Full Path

Project Management Institute (PMI) – CAPM Certification (About to Sit Exam)

RedAgile - Certified Scrum Master

RedAgile - Certified Product Owner

## SKILLS & OTHER

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**Skills:** Python, Powershell, VS Code, [Node.js](#), MongoDB, Github, Java, PhpMyAdmin, Google Analytics, Networking protocols/Routing protocols, Network security systems, Salesforce, Jira, Zendesk.

**Volunteering:** Volunteered throughout High school playing Piano and Guitar for school assemblies, church events and school events. Took part of the Vinnies Winter Sleepout Events during High School.