Theo Mihas

Level 2 IT Support | Internal Tools and Automation | Mobile Device Management (MDM) | Networking

Roselands NSW | theomihas200@gmail.com | linkedin.com/in/theomihas
theomihas.com (live demos of my internal tools) | Australian citizen | Full driver's licence and own car

PROFILE

The only Level 2 support person in a small IT team serving Sydney Tools' 1,000+ staff across head office, the warehouse and 60+ stores nationally. Promoted from the helpdesk after 10 months and now the escalation point for networking, Windows and Linux (Ubuntu) systems, Odoo ERP, the phone system, email security and 150+ Android handhelds, and the administrator for Microsoft 365 and Google Workspace accounts. Designs, builds and runs 12 internal web apps on Cloudflare, BigQuery and GitHub, covering the help desk, HR and payroll, logistics, device management and IT monitoring, which have improved efficiency and productivity by about 80% since rollout. UTS IT graduate (2024).

TECHNICAL SKILLS

- **Support:** Level 2 service desk and help desk, troubleshooting, incident management, ticketing (Zendesk, Gmail-based queues), end-user and desktop support, documentation, vendor escalation, QA and UAT
- **Endpoint and MDM:** WMDS, Android handheld fleet provisioning, APK deployment, remote support, Windows 10 and Windows 11 PCs, Microsoft Office apps, iPad and POS support
- **Systems and networking:** Microsoft 365 admin centre, Google Workspace administration, Windows administration, Linux (Ubuntu), Cisco Meraki (DHCP, Wi-Fi, firewall rules, site-to-site VPN), Barracuda email security, building access control
- **Cloud and data:** Cloudflare Workers, D1, KV, R2, Durable Objects and Access (Zero Trust), Google BigQuery, Cloud Functions and Cloud Storage, Gmail and Google Drive APIs
- **Development and automation:** JavaScript, SQL (BigQuery), PowerShell, Python, Google Apps Script, REST APIs, Git and GitHub
- **Business applications:** Odoo ERP, RingCentral phone system, NoahFace time and attendance, WordPress

EXPERIENCE

Sydney Tools

Roselands NSW | Feb 2025 to present

IT Support, Automation and Internal Tools — Dec 2025 to present

- Act as the Level 2 escalation point for the helpdesk, taking handovers from Level 1 (50+ tickets a week), troubleshooting escalated faults and working with internal teams and vendors through to resolution.
- Create users, assign licences and reset passwords in the Microsoft 365 admin centre, fix Office apps on staff PCs, and administer Google Workspace (users, groups, shared drives, password and 2-step verification resets).
- Set up and remove access for starters and leavers in Google Workspace, Odoo and RingCentral, and issue, revoke and audit building access tags across sites.
- Look after the Cisco Meraki network across all 60+ stores: set up new sites, configure DHCP, Wi-Fi, firewall rules, site-to-site VPNs and switch ports, and troubleshoot connectivity.
- Own the fleet of 150+ CipherLab Android handhelds and Brother RJ-2150 label printers in WMDS. Provision each store kit end to end, run the WMDS server and troubleshoot devices remotely, with PowerShell scripts for diagnostics and maintenance.
- Led the national move from laptop-based price changes to handheld label printing, rolling out 150+ kits to 60+ stores within 4 weeks, with release checks, store communications, training guides and issue follow-up.
- Test each mobile app release with the in-house developers: write test cases, run QA and UAT on real hardware, reproduce defects and sign off APK builds before rollout.
- Design, build and run 12 internal web apps on Cloudflare Workers and BigQuery, deployed from GitHub with single sign-on for staff, replacing spreadsheets and Apps Script tools across the business (see Internal products).
- Built the IT helpdesk's Gmail ticketing system in Google Apps Script (automatic ticket numbers, acknowledgements, label-based assignment, threaded replies, activity logging) and a Google Sheets to BigQuery pipeline that feeds the team's KPI dashboard.

- Administer Odoo ERP, the RingCentral phone system, NoahFace time and attendance devices, Barracuda email security and the company WordPress site.
- Write the knowledge base guides and rollout notices used across the business, and trained a new Level 1 helpdesk team member.

IT / Helpdesk Officer Feb 2025 to Dec 2025

- Provided first-line IT support for head office and store staff: Windows PCs, user accounts, business applications, printers, scanners, iPads, POS equipment and connectivity.
- Supported store handhelds in WMDS, and logged, triaged and escalated incidents to senior IT and vendors through to resolution.
- Documented recurring faults and identified the manual processes that later became automation and internal tools.

INTERNAL PRODUCTS | live demos with made-up data at theomihas.com

- **Help Desk and Store Operations Platform:** turns the operations team's shared inbox into a ticket queue, with call logging, photo-backed store compliance checks, theft case tracking, an overnight patrol log and live KPIs. React, Cloudflare Workers, BigQuery, Gmail API.
- **Handheld Device Management (MDM):** store-by-store readiness for pricing handhelds and label printers, report reconciliation, 90-day device history, remote control and bulk app updates. Cloudflare Workers, D1, BigQuery.
- **HR and Payroll Portal:** one role-based sign-in for HR, recruiters and payroll, with interview, contract change and departure logs, automatic notifications and a pay calculator. Cloudflare Workers, BigQuery.
- **Truck Run Planner:** a weekly truck board for warehouse planners and loaders, live pallet counts from the dock and a delivery view for each store, replacing a spreadsheet grid. Cloudflare Workers, BigQuery.
- **Staff Attendance and Timesheets:** a live clock-in board across four companies and a payroll timesheet export with rounding and break rules. Cloudflare Workers, BigQuery.
- **IT Operations Monitor:** server health, watched files and warehouse process checks, with phone push, Discord and email alerts sent once per problem. Cloudflare Workers, Web Push.
- **Also built:** Supplier Rebate Ledger, Supplier Packing List Upload, Delivery Docket App (iPad), Warehouse Barcode Label Printing, Store Master Data Manager and Event QR Check-in.

EARLIER EXPERIENCE

Mwave Australia Sydney NSW

Customer Service Officer Jul 2022 to Mar 2025

- Advised customers face to face and by phone on product specifications and compatibility, and resolved their technical queries.
- Handled a high volume of Zendesk tickets, returns (RMAs) and order collections, and streamlined the pick-up and collect process.

Cenoptic Sydney NSW

Front End Developer (part-time) Aug 2022 to Jan 2024

- Built email enquiry handling into the website, connected front-end pages to back-end services and checked cross-browser compatibility.

HOME LAB

- Run a Proxmox home lab with Docker containers on Ubuntu Linux, managed in Portainer and published through Cloudflare Tunnels, and build personal web apps in Python (FastAPI) and React with GitHub Actions CI/CD.

EDUCATION

Bachelor of Information Technology, University of Technology Sydney, graduated December 2024