

Ali Dogramaci

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PROFILE

From an early age, I've been deeply passionate about IT. I thrive on diving into new technologies, fine-tuning systems, and crafting applications that make a difference. I take great satisfaction in supporting users, ensuring they get the most out of the technology at hand. As I continue on my professional journey, I am eager to further progress into a more technical role where I can leverage my skills and passion to their fullest potential.

SKILLS

Microsoft

Entra, Intune MDM, Azure, M365, W10, W11

Programming

Powershell, Python, C#, Java

Web Development

Flask, Docker, SQL

INTERESTS

Self-Hosting, Open Source, Digital Privacy

EXPERIENCE

Zurich Insurance

IT Support Analyst

08.2022 – 11.2023 | Australia

At Zurich, I had the privilege of contributing to a pivotal major project, aiding in the transition of almost 2,000 users between Active Directory domains in collaboration with global teams. Throughout this experience, I harnessed tools such as Powershell, C#, and Python to streamline processes, including automation of laptop building for new starters and generating access-matrix spreadsheets for auditing. In parallel, I engaged in crafting a web app prototype for asset tracking and contributed to a PowerApps driven ticketing system for our walk-up techbar. On the BAU front, I extended Level 1, 2, and 3 IT analyst support, encompassing troubleshooting AV systems, managing platforms like Azure AD and Microsoft 365, overseeing printer maintenance and network security measures, all of which enriched my technical growth. (Contracted via Interlink Services)

Interlink Services

IT and Electronics Services Technician

05.2022 – 07.2022 | Australia

At Interlink, I took on the role of managing assets and troubleshooting hardware issues. I was also able to further my knowledge in Cisco IOS by performing configuration for networks. In addition, I diligently maintained server racks at data centers, ensuring their reliability. My time there provided me with practical knowledge and skills in network management and infrastructure maintenance.

Oporto

Front-of-House Employee

06.2015 – 03.2020 | Australia

This role taught me important interpersonal skills as I interacted with customers daily. I handled transactions, answered questions and managed orders. The fast-paced setting helped me become efficient and attentive to customers' needs.

EDUCATION

University of Technology Sydney

Bachelor of Science in Information Technology

2019 – 2021 | Australia

WAM: 81.74 ~ GPA: 6.22

The Hills Grammar School

Higher School Certificate

2013 – 2018 | Australia

Top mark for Information Processes Technology & General Mathematics



PROJECTS

Starlink Data Tracker [↗](#)

2022

Community maintained database to track various SpaceX Starlink data (avg. 4000 visitors per month)

End Stat [↗](#)

2021

An open-source platform to facilitate endpoint status monitoring