

James Queripel

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Umina Beach, Central Coast NSW

CAREER PROFILE

IT professional with 8+ years across service desk operations, systems engineering, and cloud administration. Currently a System Engineer at Myrtec, an Australian MSP, supporting and proactively monitoring client infrastructure across networking, servers, and cloud. Previously seven years at the World Customs Organization, including three as sole helpdesk support for 280+ staff in a hybrid Microsoft 365 / Entra ID environment. ITIL 4 and PRINCE2 certified; completing a Master of Technology Management at UTS. Australian citizen and Army veteran — able to obtain and maintain security clearances, and available for 24/7 rostered support.

PROFESSIONAL EXPERIENCE

System Engineer

Jun 2026 – Present

Myrtec — Managed IT Services Provider Gosford NSW

- Deliver remote and on-site support for a portfolio of business clients, resolving escalated incidents across networking, servers, and cloud environments
- Proactively monitor client environments with NinjaOne RMM — actioning alerts, patching, and resolving faults early to maximise uptime
- Design, deploy, and maintain client infrastructure including firewall and network configuration, storage, and applications, with a strong focus on security and compliance

AI & Automation Developer (Freelance)

Jun 2025 – Present

3D Print Engineering Remote

- Built an AI automation system that turns raw STL files into finished product images, descriptions, and live e-commerce listings
- Developed a Python/AI document translation tool that preserves original formatting for multilingual content

Helpdesk and Support Agent

Jul 2022 – Jun 2025

World Customs Organization Brussels, Belgium

- Sole helpdesk support for a building of 280+ staff — resolving hardware, software, endpoint, and network incidents by phone, email, remote access, and in person
- Administered Entra ID, Intune/Autopilot, Exchange Online, and SharePoint Online in a hybrid environment: provisioning, conditional access, MFA, device compliance, and application deployment
- Ran ITIL-aligned incident, problem, and change processes in ServiceDesk Plus, eliminating repeat issues through knowledge articles, templates, and PowerShell automation
- Developed service desk work instructions and knowledge base articles for faster, more consistent resolution
- Monitored environment health via Intune compliance reporting, Entra ID sign-in and audit logs, and Exchange message trace, resolving issues before they impacted users
- Provided hardware support across the fleet — builds, SOE imaging, break-fix, peripherals, and meeting room AV — and managed vendor RMA repairs
- Ran the technical operation of international conference sessions, maintaining IT/AV systems and troubleshooting live multilingual sessions without disruption
- Assisted senior security staff with cybersecurity incident response and phishing investigation

E-Learning IT Support

Jan 2018 – Jun 2022

World Customs Organization Brussels, Belgium

- Administered enterprise LMS platforms (Totara, Moodle) serving 183+ member countries at 99.8% uptime
- Provided 24/7 multi-timezone L1/L2 support, account management, and user training for a global user base
- Created documentation, user guides, and automated workflows that improved onboarding efficiency

Computer Officer

May 2016 – Jul 2017

Swinburne University of Technology Melbourne

- Administered Blackboard LMS for 15,000+ users; built interactive e-learning modules and SQL/VBA reporting

Infantry Soldier

Jun 2009 – Jun 2013

Australian Army Darwin

- Deployed on Operation Resolute (border protection); awarded the Australian Operational Service Medal
- Tracked classified equipment inventory and trained junior soldiers; held Defence security clearance

TECHNICAL SKILLS

Microsoft: Entra ID (Azure AD), Microsoft 365 (Exchange, SharePoint, Teams), Intune, Autopilot, Windows Server

ITSM & Service Delivery: ServiceDesk Plus, ITIL 4, incident/problem/change management, asset management, knowledge base authoring

Monitoring & Remote Support: NinjaOne RMM, Intune compliance reporting, Entra ID logs, Exchange message trace, Quick Assist

Infrastructure & Security: Firewall and network configuration, Active Directory, Group Policy, Azure, Conditional Access, MFA

Scripting & Development: PowerShell, Python, SQL, JavaScript, REST APIs

Platforms: Totara, Moodle, Blackboard, Power BI, Power Platform, Linux, WordPress

EDUCATION & CERTIFICATIONS

Master of Technology Management (AI Major)

Mar 2025 – Dec 2026

University of Technology Sydney WAM 84.5 — HDs in Cybersecurity Analytics, Machine Learning, Digital Strategy

Bachelor of Information and Communication Technology

Feb 2014 – Jul 2018

Swinburne University of Technology Melbourne

Certifications: ITIL 4 Foundation (2023) · PRINCE2 Foundation (2022) · DevOps Fundamentals (2023)

REFEREES

John Benvenuto — Founder, 3D Print Engineering | Former Service Delivery Manager, WCO

Gudmundur Th. Kristjansson — Senior IT & Cybersecurity Officer, Former WCO