

Huynh Gia Man Vu (Hugh)

Application Support Analyst | Microsoft 365 & Cloud Operations

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Professional Summary

Cloud Operations Analyst with hands-on experience supporting Microsoft 365, business applications and a reseller licence purchasing portal. Handles licence provisioning, vendor product configuration and customer requests through HaloPSA and Atera. Combines L1/L2 troubleshooting and developer collaboration with practical automation skills in Power BI, Power Automate, Python and SQL.

Professional Experience

Cloud Operations Analyst Leader Computer Pty Ltd

June 2024 - Present

Cloud distribution division serving IT resellers and managed service providers with Microsoft and multi-vendor cloud subscriptions.

- Handled customer requests through the support queue as part of the cloud operations role, providing L1/L2 troubleshooting for Microsoft 365 and business applications and escalating issues where needed.
- Used HaloPSA and Atera for ticket handling and incident tracking, communicating with customers and internal stakeholders to clarify issues and updates.
- Responded to downtime and high-request-volume incidents by checking logs and service health, restarting services and managing requests.
- Escalated incidents to developers and communicated with customers during service disruption; collaborated with the external development team through Confluence on platform issues and updates.
- Handled licence provisioning and integrated vendor products into the purchasing portal through APIs or configured catalogue items.
- Configured product packages for vendor-specific sales models, enabling portal billing with manual vendor-portal fulfilment by the support team where required.
- Maintained marketplace product information, pricing and policy updates to reflect vendor changes.
- Independently configured Power BI row-level security for state-based access and Power Automate monthly report distribution; created SharePoint pages for historical and DirectQuery sales dashboards.
- Automated invoice checks using Python PDF extraction, SQL billing comparisons and reusable vendor templates, enabling one-click reconciliation in under 30 seconds with underbilling and overbilling flags.
- Delivered dashboard workshops for account managers and developed user stories and CRM workflow improvements using Power Automate.

Industry Project

South Australian Housing Pressure & Supply Dashboard

Personal portfolio project

[Live Dashboard](#) | github.com/Hughvu/sa-housing-project

- Built a Python and Streamlit dashboard with documented data sources, assumptions and limitations, alongside a Power BI report.
- Added automated checks for source contracts, missing records, duplicate keys and invalid outputs to support reliable, repeatable processing.
- Maintained source-controlled code and methodology so the data pipeline and reporting approach could be reviewed and reproduced.

Key Skills & Competencies

Application Support: L1/L2 troubleshooting, incident handling, escalation, service desk support, remote support and system availability support

Microsoft & Cloud Services: Microsoft 365 administration, Windows 10/11, Active Directory, Azure AD, Exchange Online, Teams, SharePoint and OneDrive

Portal & Service Operations: Licence provisioning, vendor product configuration, HaloPSA, Atera, ticketing systems, SLA management and Confluence

Automation & Documentation: Power Automate, Power BI access controls, Python, SQL, REST APIs, knowledge base support, user guides and training

Education

Bachelor's Degree - Information and Communication Technology

Swinburne University

Certifications

- Microsoft Certified: PL-300 Power BI Data Analyst

References

Available upon request.