Tom Staggard

Systems Specialist

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I keep business-critical systems running, automate the boring parts, and help my team improve.

I work well under pressure and learn best by getting stuck in. Give me something unfamiliar and I'll start figuring out how it works.

I'm always looking for ways to make processes quicker and easier, including automating repetitive work. I also take the time to share what I've learned and help the team build their knowledge.

EXPERIENCE

Systems Specialist

Opteon Solutions · Jan 2026 – Present

- Specialist support & administration for Opteon's core business systems.
- Investigate complex incidents, resolve root causes and minimise disruption.
- Build PowerShell automation to improve operational efficiency and accuracy.
- Coordinate with stakeholders and vendors on upgrades, enhancements and integrations.

Senior Service Desk Engineer · L2

Opteon Solutions · May 2021 – Jan 2026

- Advanced support to the Level 1 IT Service Desk team.
- Daily use of the Microsoft 365 admin suite — Entra, Exchange Online, MDM, MDT.
- Wrote PowerShell to automate onboarding & offboarding, bulk and single-user.
- Migrated external customers and firms into our integrated tenant.

Service Desk Engineer · L1

Opteon Solutions · Aug 2018 – May 2021

- Technical support & self-service docs for 1000+ users across internal and external systems.
- Reported incidents and resolved tickets to maintain 99% system uptime.
- Deployed, maintained and migrated hardware & software at scale.
- Achieved 80% first-call resolution and a 95% monthly satisfaction rate.

Printer

Harvey Norman · Oct 2016 – Aug 2018

- Ran the printing counter, including restoration and wide-format printing services

Computer Technician

Harvey Norman · Aug 2016 – Aug 2018

- Diagnosed and repaired computer hardware and software in store and installed hardware for customers

Sales Assistant

Harvey Norman · Mar 2015 – Aug 2016

- Advised customers on technical and non-technical purchases and managed sales contracts and financing

Retail Supervisor

Timezone Geelong · Mar 2014 – Mar 2015

- Managed high-quality service for clients and associates.
- Facilitated training on new products and onboarding of staff.
- Executed merchandising decisions and kept machines maintained.

SKILLS

Systems & Cloud: Microsoft 365, Entra / Azure AD, Exchange Online, Intune / MDM, MDT, Tenant Migration

Automation & Scripting: PowerShell, Onboarding / Offboarding, Bulk Ops, Process Automation

Support & Service Desk: L1 / L2 Escalation, Incident Management, Root Cause Analysis, Documentation

Hardware & Infra: Deployment, Repairs, Home Lab, Docker, Bare-metal Linux

Web & Commerce: Shopify, WooCommerce, Web Apps

Tinkering & IoT: ESP32, Connected Devices, APIs

Virtualisation & Self-Hosting: Proxmox, Unraid, Docker, Linux, Windows Server, PostgreSQL, MariaDB

Networking & Security: Cloudflare Tunnels, Cloudflare Mesh, VPN, Gluetun, UniFi, Firewall management

Gaming & Communities: Game server hosting, Pelican Panel, Discord bots, Community management

Making & Prototyping: 3D printing, Laser engraving, UV printing, Product prototyping

AI-Assisted Development: Claude Code, Codex, n8n

PROJECTS

My Homelab: It started as a way to host game servers without leaving my main PC on all day.

Unraid NAS and Docker: The storage server in my homelab, which also runs most of my Docker applications.

StreetAkuma Shopify Theme: My first Shopify theme, built for a streetwear brand I am developing, and a way to learn...

Goated Geese Community Site and Bots: The website and Discord bots behind the Goated Geese gaming community.

EDUCATION

Certificate III in Information, Digital Media and Technology

Gordon TAFE · 2018 – 2019

VCE

Christian College Geelong · 2013

ICT, Visual Comm & Design, Systems & Engineering

References available on request.