

# [Full name]

**Associate, IT Customer Services | L3Harris Technologies**

Brisbane QLD | [Australian mobile] | [Email address]

*Fictional resume example. All credentials, experience and results are illustrative.*

## Professional profile

Recent information technology graduate with practical service desk, endpoint deployment and networking experience gained through a supervised placement and technical projects. Comfortable triaging incidents across phone, email and chat, documenting work in ServiceNow-style queues, and escalating within agreed service levels. Brings hands-on exposure to Windows workstations, Microsoft 365, Azure administration concepts and mobile devices, with a careful approach to customer updates, knowledge articles and secure operational support.

## Relevant skills

**Service desk and ITSM:** Incident triage, SLA prioritisation, ServiceNow ticket notes, escalation, problem records and customer status updates.

**Endpoint support:** Windows workstation imaging, hardware and peripheral troubleshooting, mobile device setup, video conferencing support and asset records.

**Microsoft and networking:** Microsoft 365, Azure and Entra ID lab administration, RSAT fundamentals, TCP/IP, DNS, DHCP and basic network diagnostics.

**Documentation and communication:** Knowledge base writing, new-starter inductions, supplier follow-up, clear explanations for technical and non-technical users, and careful handover to Tier 3 support.

## Relevant experience

### IT Support Assistant (Placement) | Example Community Services

*Brisbane QLD | February 2026 - June 2026*

- Triaged an average of 25 weekly support requests by phone, email and walk-up, confirmed impact and urgency, and escalated unresolved incidents with concise diagnostic notes.
- Recorded more than 60 incidents and service requests in a ServiceNow training queue, including reproduction steps, user updates, resolution evidence and closure checks.
- Imaged and deployed 18 Windows laptops, configured Microsoft 365 applications and peripherals, and verified sign-in, printing, conferencing and network access before handover.
- Created eight knowledge articles for common password, printer and video meeting issues, reducing repeated troubleshooting and improving first-contact consistency.
- Monitored endpoint and backup alerts during supervised shifts, gathered logs, followed runbooks and escalated security or infrastructure events to senior support staff.

- Delivered short inductions for six new starters and maintained an asset register covering laptops, monitors, mobile phones and assigned accessories.

## **Selected projects**

### **Windows Endpoint Deployment Lab**

*Networking capstone | 2026*

- Built a repeatable Windows deployment checklist for 12 virtual workstations, covering naming, patching, local policy, Microsoft 365 configuration and acceptance testing.
- Used Azure and Entra ID training tenants to create users and groups, apply conditional access concepts and document the boundary between service desk and privileged administration.
- Validated DNS, DHCP and connectivity with command-line diagnostics, captured results in a handover record and restored two deliberately misconfigured clients.

### **Service Desk Knowledge and Monitoring Project**

*Supervised team project | 2025*

- Designed a priority matrix and SLA dashboard for 40 sample incidents, then tested escalation triggers for access, endpoint and network faults.
- Authored six concise knowledge articles with symptoms, checks, resolution steps, verification and rollback guidance for repeatable first-level support.
- Presented trend findings to a four-person support team and recommended one alert-routing change after identifying recurring device compliance failures.

## **Education**

### **Diploma of Information Technology (Networking) | Example TAFE**

Completed 2026. Relevant study: Windows administration, networking, cloud fundamentals, IT service management, cybersecurity and technical documentation. Example certifications in progress: CompTIA A+ and ITIL 4 Foundation.

## **Availability and requirements**

Available for full-time work in Brisbane. Australian citizenship: [confirm status before applying]. Prepared to complete the organisation's assessment process and, if eligible, apply for an NV1 Australian Defence Security Clearance. Comfortable with structured procedures, training sessions and operational escalation requirements.

## **References**

References available upon request.