

# [Full name]

## Associate Systems Engineer | Kinetic IT

Perth WA | [Australian mobile] | [Email address]

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

### Professional profile

Recent IT graduate with practical desktide and field support experience across Windows 10 and 11, laptops, mobile devices and office peripherals. Comfortable troubleshooting incidents, supporting hardware refreshes, maintaining asset records and documenting solutions for end users and technical teams. Brings a customer-focused approach, introductory exposure to Configuration Manager and ITIL practices, and the organisation needed for site visits, competing priorities and supervised after-hours support.

### Relevant skills

**Desktide and field support:** Windows 10 and 11, laptops, desktops, peripherals, iOS, Android and priority onsite assistance.

**Deployment and lifecycle:** Hardware refresh, imaging, migration, stock control, asset registers and device acceptance checks.

**Service management:** Incident and request triage, ITIL concepts, knowledge articles, recurring-issue analysis and service improvement.

**Customer delivery:** Autonomous site work, stakeholder updates, vendor or specialist escalation, documentation and competing-priority management.

### Relevant experience

#### Desktop Support Assistant | Example Managed Services

Perth WA | November 2025 - August 2026

- Delivered onsite support for 35 users across Windows 10 and 11 laptops, monitors, docks, printers and mobile devices at two customer locations.
- Resolved 24 weekly hardware, software and connectivity requests and escalated unresolved incidents with logs, attempted steps and business impact.
- Supported a 30-device refresh by imaging, migrating user data, verifying applications and updating stock and lifecycle records.
- Created six knowledge articles and reviewed recurring dock and Wi-Fi incidents to recommend one standard diagnostic checklist.

- Planned supervised site visits, communicated arrival and outage expectations and completed customer acceptance records before closing each task.

## **Selected projects**

### **Windows Hardware Refresh Lab**

*Endpoint project | 2026*

- Built a 25-device Windows 11 migration using imaging, user data, applications, peripherals and asset records, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 25 acceptance checklists and a rollback plan, including expected results, exceptions, verification steps and escalation points.
- Presented the evidence to a supervisor or peer reviewer, incorporated feedback and published a concise handover for repeat use.

### **ITIL Service Improvement Project**

*Service management capstone | 2026*

- Built an 80-ticket incident dataset using categorisation, trends, knowledge articles and escalation, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded a recurring-issue report and six reviewed articles, including expected results, exceptions, verification steps and escalation points.
- Presented the evidence to a supervisor or peer reviewer, incorporated feedback and published a concise handover for repeat use.

## **Education**

### **Diploma of Information Technology | Example TAFE**

Completed 2026. Relevant study: Windows administration, endpoint deployment, networking, mobile support, ITIL service management and technical documentation. ITIL 4 Foundation: [state only if obtained].

## **Availability and requirements**

Available for full-time work in Perth, metropolitan and regional site visits and supervised after-hours support. Current Australian driver's licence: [confirm class and expiry]. Prepared to complete required background and security checks.

## **References**

References available upon request.