

# [Full name]

## Graduate Service Desk Analyst | Health Insurance Fund of Australia

Perth WA (Hybrid) | [Australian mobile] | [Email address]

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

### Professional profile

Recent IT graduate with strong people skills and practical experience supporting Windows devices, Microsoft 365, telephony and mobile users through study and a supervised placement. Comfortable logging, triaging and resolving everyday requests, keeping employees informed and escalating more complex issues with useful evidence. Brings curiosity about cyber security, patching, automation and AI, plus a positive approach to improving the technology experience for a member-owned health insurer.

### Relevant skills

**Service desk support:** Friendly first contact, ticket logging, triage, troubleshooting, progress updates, closure checks and escalation.

**Workplace technology:** Hardware, software, Microsoft 365, telephony, mobile devices, systems administration and user guidance.

**Cyber security foundations:** Patching, vulnerability management, security awareness, secure practices and prompt escalation of risks.

**Projects and improvement:** ICT projects, solution delivery, testing, automation, AI concepts, process review and employee experience.

### Relevant experience

#### Graduate IT Support Placement | Example Member Services

*Perth WA | February 2026 - August 2026*

- Handled 20 weekly technology requests from 90 employees, using clear questions, ticket notes and confirmation before closure.
- Resolved common Microsoft 365, laptop, printer, telephony and mobile issues and escalated unresolved faults with screenshots and attempted steps.
- Prepared 16 endpoints and completed supervised account and access tasks, checking patch, security and user acceptance requirements.
- Assisted monthly vulnerability and patch reviews by reconciling device status, recording exceptions and assigning follow-up owners.
- Created five user guides and contributed test evidence to two small ICT improvements involving automation and employee self-service.

## **Selected projects**

### **Employee Technology Service Desk Lab**

*Graduate capstone | 2026*

- Built a 30-ticket employee support simulation using Microsoft 365, hardware, telephony, mobile devices and service desk workflows, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 30 ticket records, five guides and a closure-quality audit, 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.

### **Secure Automation Improvement Project**

*Technology project | 2026*

- Built a small patching and self-service workflow using vulnerability records, automation concepts, testing and security awareness, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 20 security checks and a measured employee-experience improvement proposal, 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**

### **Bachelor of Information Technology | Example University**

Completed 2026. Relevant study: service management, Microsoft platforms, systems administration, cyber security, software development, testing, AI and business process automation.

## **Availability and requirements**

Available for full-time permanent hybrid work in Perth. Australian work rights: [confirm status]. Able to work collaboratively from HIF's Perth office and agreed work-from-home days.

## **References**

References available upon request.