

[Full name]

Internal Computer Technician Trainee | GZD Pty Ltd

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

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

Professional profile

Recent IT graduate seeking a structured trainee role, with practical experience supporting Windows computers, common applications and small-office networks through study, volunteer support and supervised projects. Comfortable listening to users, reproducing basic faults, recording attempted steps and asking an experienced engineer for guidance when required. Brings curiosity about operating systems and networking, a careful approach to client equipment, and the communication habits needed to support medical, legal, accounting and manufacturing users.

Relevant skills

Help desk support: Basic incident triage, user questioning, Windows and application troubleshooting, ticket notes and appropriate escalation.

Computer maintenance: PC setup, updates, peripherals, backups, safe component checks and verification before returning equipment to a user.

Networking foundations: TCP/IP, Wi-Fi, DNS, DHCP, routers, switches and methodical connectivity checks in a supervised environment.

Learning and communication: Active listening, plain-English explanations, feedback, knowledge notes and dependable follow-through across varied clients.

Relevant experience

IT Support Volunteer | Example Community Hub

Brisbane QLD | February 2026 - August 2026

- Handled 18 weekly walk-up requests covering Windows sign-in, printers, browsers and common applications, confirming the user's goal before changing settings.
- Prepared 14 desktop and laptop computers, applied updates, connected peripherals and verified login, internet, audio and printing before handover.
- Used ipconfig, ping and router checks to isolate six small-network faults, documenting results and escalating configuration changes to a supervisor.
- Created five short help notes for password, Wi-Fi, printer and software update issues and revised them after feedback from non-technical users.

- Recorded symptoms, attempted steps and final checks for every request, then asked a senior volunteer to review unfamiliar hardware or security concerns.

Selected projects

Small Business Help Desk Lab

Support capstone | 2026

- Built a 20-ticket help desk simulation using Windows, office software, printers and user questioning, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 20 incident records and a closure checklist, 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.

Networking Fundamentals Practice Environment

Technical project | 2026

- Built a four-device network troubleshooting lab using TCP/IP, DNS, DHCP, Wi-Fi and router diagnostics, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 12 scripted connectivity tests and a handover runbook, 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: computer hardware, operating systems, networking fundamentals, cyber safety, service desk processes and technical communication.

Availability and requirements

Available for full-time work in Stafford and willing to learn under experienced engineers. Current driver's licence: [confirm class and expiry]. Australian citizenship: [confirm status before applying].

References

References available upon request.