

[Full name]

IT Support Administrator | LevelBlue

Sydney, New South Wales, Australia | [Australian mobile] | [Email address]

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

Professional profile

Early-career IT support administrator with two years of combined placement and part-time helpdesk experience across Windows, macOS, Microsoft 365 and modern endpoint tools. Comfortable owning Level 1 and 2 Freshservice tickets through resolution, maintaining technical documentation and supporting procurement and asset records. Brings practical exposure to Entra ID, Intune, Jamf, VPN and basic networking, with reliable escalation, user updates and readiness for a hybrid on-call environment.

Relevant skills

Freshservice support: Level 1 and 2 triage, ticket ownership, user updates, resolution evidence, SLA awareness and escalation.

Microsoft and identity: Windows, Microsoft 365, Entra ID, access support, endpoint settings and secure account practices.

Cross-platform endpoints: macOS, Intune, Jamf, device troubleshooting, procurement, inventory and lifecycle documentation.

Connectivity and operations: VPN, DNS, DHCP, Wi-Fi, basic networking, runbooks, handovers and supervised on-call support.

Relevant experience

IT Support Administrator | Example Technology Services

Sydney NSW | July 2024 - August 2026

- Owned 28 weekly Level 1 and 2 Freshservice tickets from intake through user confirmation, documenting impact, actions and escalation decisions.
- Supported Windows, macOS and Microsoft 365 users and completed supervised Entra ID, Intune and Jamf tasks within defined permissions.
- Diagnosed VPN, Wi-Fi, DNS and DHCP issues using repeatable checks and escalated infrastructure changes with logs and timestamps.
- Maintained procurement, warranty and assignment records for 70 devices and reconciled stock and outstanding orders each month.
- Updated six runbooks and participated in supervised on-call simulations, producing clear shift handovers for unresolved priority issues.

Selected projects

Freshservice Ticket Ownership Lab

Service management project | 2026

- Built a 45-ticket Level 1 and 2 queue using prioritisation, user updates, SLA tracking and escalation, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 45 complete records and a shift handover report, 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.

Cross-platform Endpoint Management Project

Endpoint project | 2026

- Built a 20-device Windows and macOS fleet using Entra ID, Intune, Jamf, VPN and asset lifecycle, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 20 compliance checks and a procurement register, 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 2024. Relevant study: Windows and macOS support, Microsoft 365, identity, networking, endpoint management and IT service management.

Availability and requirements

Available for full-time hybrid work in Sydney, including one to two office days each week and scheduled on-call participation. Australian work rights: [confirm status before applying].

References

References available upon request.