

[Full name]

IT Support Officer | Dy-Mark (Aust) Pty Ltd

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

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

Professional profile

Information technology graduate with three years of combined part-time and placement experience supporting Windows users, business applications and end-user devices in distribution and office settings. Provides structured Level 1 and Level 2 troubleshooting, maintains accurate ticket and asset records, and escalates complex infrastructure issues with clear evidence. Brings practical exposure to Microsoft 365, Azure administration concepts, endpoint compliance and user onboarding, with a customer-focused approach to independent workload management and process improvement.

Relevant skills

Level 1 and Level 2 support: Windows desktop troubleshooting, accounts and access, printers, scanners, mobile devices, remote support, ticket ownership and escalation.

Microsoft and infrastructure: Microsoft 365, Azure and Entra ID lab administration, Windows Server concepts, Active Directory, endpoint updates and device compliance.

Business systems and assets: Application support, asset registers, procurement records, upgrade testing, Pronto ERP concepts and 3CX telephony exposure.

Service improvement: Knowledge articles, onboarding, user training, documentation, competing-priority management and coaching of junior or trainee colleagues.

Relevant experience

IT Support Assistant (Part-time) | Example Distribution Company

Brisbane QLD | July 2023 - August 2026

- Provided Level 1 and supervised Level 2 support for 85 office and warehouse users, resolving Windows, Microsoft 365, printer, scanner and mobile-device requests.
- Managed 30 to 40 monthly tickets from intake to closure, prioritised operational impact and escalated server, network and ERP faults with logs and reproduction steps.
- Configured user accounts and 32 Windows devices, applied updates and endpoint policies, and verified access, printing and required business applications before handover.
- Maintained an asset register for 140 devices and accessories and reconciled assigned equipment during quarterly audits and employee offboarding.
- Supported two business-application upgrades by running 36 workflow tests, recording defects and confirming fixes with finance, warehouse and customer-service users.

- Created nine knowledge articles and delivered onboarding sessions for 12 employees, then coached a new trainee on ticket notes and safe escalation practices.

Selected projects

Windows and Azure Device Compliance Project

Applied infrastructure project | 2026

- Built a Microsoft 365 and Azure training tenant for 20 users and 15 Windows devices, applying identity, update and endpoint-compliance settings.
- Tested account, device and policy scenarios, captured evidence for 30 checks and documented the boundary between support and privileged administration.
- Created remediation and rollback steps for five non-compliant devices and verified successful policy reporting after each change.

ERP and Telephony Support Simulation

Business systems project | 2025

- Modelled eight Pronto-style ERP support scenarios covering access, data entry, printing and workflow handoff between warehouse and finance users.
- Configured a small 3CX training environment for six extensions and documented registration, call-routing and escalation checks.
- Produced a combined support guide with symptoms, validation, owner and vendor-escalation evidence for 14 recurring issues.

Education

Diploma of Information Technology | Example TAFE

Completed 2026. Relevant study: Windows administration, networking, cloud services, IT service management, cybersecurity, business applications and technical documentation.

Availability and requirements

Available for full-time work in Darra, Brisbane. Australian work rights: [confirm status before applying]. Current driver's licence: [confirm status if required for site support]. Comfortable working independently, supporting office and warehouse operations, and coordinating with external providers for Level 3 escalation.

References

References available upon request.