

[Full name]

IT Support Specialist | Plaza Premium Lounge Australia Pty Ltd

Sydney International Airport, Sydney NSW | [Australian mobile] | [Email address]

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

Professional profile

Early-career IT support professional with two years of combined placement and part-time experience supporting Windows endpoints, Microsoft 365, Active Directory and small-site networks. Comfortable diagnosing user, POS, printer, Wi-Fi and VPN faults, maintaining asset and licence records, and coordinating vendors through repair or deployment work. Brings disciplined documentation, calm communication with airport hospitality teams and practical exposure to Windows Server, Android devices and site technology projects.

Relevant skills

Microsoft support: Windows, Microsoft 365, Active Directory, Windows Server, user access, office applications and endpoint maintenance.

Site technology: POS terminals, printers, signage displays, CCTV, PA systems, Synology storage, Android devices and mobile support.

Networking: TCP/IP, Wi-Fi, VPN, WAN/LAN, basic firewall checks, connectivity diagnosis and secure escalation.

Operations and vendors: Asset, software and licence records, quotations, repairs, user training, project coordination and preventive actions.

Relevant experience

IT Support Assistant | Example Hospitality Group

Sydney NSW | July 2024 - August 2026

- Resolved an average of 28 weekly Windows, Microsoft 365, printer, POS and access requests for lounge and office users, documenting impact and verification.
- Administered 45 user and group changes in Active Directory training and supervised production workflows, with manager approval for privileged actions.
- Supported Wi-Fi, VPN and LAN incidents across two sites using TCP/IP checks, device logs and vendor escalation when infrastructure access was required.
- Maintained an inventory of 85 devices, software licences and warranties and reconciled repair, replacement and quotation records each month.

- Assisted one lounge technology refresh by staging endpoints, testing POS and signage, coordinating suppliers and recording defects before opening day.

Selected projects

Airport Lounge Technology Support Lab

Infrastructure project | 2026

- Built a simulated lounge technology environment using Windows Server, POS, Wi-Fi, VPN, CCTV and signage, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 24 operational checks and a fault-escalation matrix, 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.

Asset and Vendor Coordination Project

Service management project | 2025

- Built an 80-item asset and licence register using inventory controls, quotations, warranties and repair tracking, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded a monthly reconciliation report and three vendor handover packs, 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 administration, Microsoft 365, networking, server fundamentals, cybersecurity, asset management and IT project support.

Availability and requirements

Available for full-time onsite work at Mascot Airport. Able to work independently in operational environments and coordinate urgent vendor support. Australian work rights: [confirm status before applying].

References

References available upon request.