

[Full name]

IT Support Technician | Active Tree Services

Edwardstown, Adelaide SA | [Australian mobile] | [Email address]

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

Professional profile

Recent IT graduate with practical experience supporting Windows and Microsoft 365 users, configuring laptops and mobile devices, and tracking requests through to resolution. Comfortable assisting both office employees and field crews, documenting equipment, following directory and service desk procedures and contributing to system testing or technology roll-outs. Brings patient communication, an organised troubleshooting method and introductory exposure to Active Directory, Entra ID, Intune and mobile device management.

Relevant skills

User support: Windows, Microsoft 365, software, printers, everyday access issues and friendly support for office and field users.

Devices and mobility: Laptop and mobile setup, iOS, Android, Intune and Samsung Knox concepts, equipment inventory and acceptance checks.

Identity and networking: Active Directory, Entra ID, basic networking, service desk records and escalation to experienced team members.

Testing and delivery: Business-system testing, technology roll-outs, project tasks, process improvement and clear user communication.

Relevant experience

IT Support Trainee | Example Field Services

Adelaide SA | January 2026 - August 2026

- Resolved 22 weekly Windows, Microsoft 365, mobile and printing requests for office staff and field workers, confirming restoration with each user.
- Prepared 24 laptops and 18 mobile devices, applied standard settings and recorded assigned equipment, accessories and handover evidence.
- Completed supervised Active Directory and Entra ID account tasks and escalated permission changes beyond the trainee access boundary.
- Ran 32 scripted checks during a business-application update and logged reproducible defects, screenshots and retest results for the project lead.

- Created five quick-reference guides for remote users and reviewed ticket trends to suggest a clearer device setup checklist.

Selected projects

Field Workforce Device Roll-out

Deployment project | 2026

- Built a 20-user mobile and laptop rollout using Windows, Microsoft 365, iOS, Android and device inventory, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 38 device checks and a signed handover 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.

Business System Testing Project

Quality project | 2026

- Built an in-house field application test cycle using test cases, screenshots, defect logging and user acceptance, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 32 scripted tests and six verified fixes, 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: Windows support, Microsoft 365, networking, directory services, mobile device management, software testing and service desk practice.

Availability and requirements

Available for full-time work in Edwardstown and occasional rural travel. Able to join the monthly weekend remote standby roster after training, subject to confirming personal availability. Australian work rights: [confirm status before applying].

References

References available upon request.