

[Full name]

IT Traineeship - Service Desk Analyst | NECA Education and Careers Ltd

Coburg, Melbourne VIC | [Australian mobile] | [Email address]

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

Professional profile

Entry-level service desk candidate transitioning from customer service into IT, with strong phone and email communication and practical familiarity with Microsoft Office, account access and everyday device troubleshooting. Comfortable following instructions, logging accurate tickets, providing progress updates and asking senior staff for help when an issue exceeds the trainee boundary. Brings reliability, curiosity and a genuine commitment to completing an Information Technology qualification while supporting managed-services customers.

Relevant skills

Customer service: Professional phone and email support, active listening, plain-English updates, reliability and punctual follow-through.

Service desk basics: Ticket logging, monitoring, categorisation, first-level troubleshooting, administration and appropriate escalation.

Microsoft and devices: Microsoft Office and Microsoft 365, account access, common device and connectivity checks and safe user guidance.

Learning and compliance: Following instructions, coaching feedback, workplace documentation, teamwork and pre-employment checks.

Relevant experience

Customer Service and Technology Volunteer | Example Community Centre

Melbourne VIC | March 2026 - August 2026

- Handled 18 weekly phone, email and walk-up enquiries, confirmed the user's goal and recorded clear notes for follow-up.
- Assisted users with Microsoft Office, password, printer, Wi-Fi and device questions by following approved checklists and safe boundaries.
- Logged 40 sample service desk tickets with contact details, symptoms, impact, attempted steps, status and the next responsible person.
- Escalated unfamiliar access and security concerns promptly and kept users informed rather than attempting unauthorised changes.

- Maintained punctual attendance, completed weekly coaching actions and updated four quick-reference guides after supervisor feedback.

Selected projects

Entry-level Service Desk Simulation

Certificate preparation project | 2026

- Built a 25-ticket customer support queue using phone and email scripts, ticketing, Microsoft 365 and basic troubleshooting, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 25 complete ticket records and a reviewed escalation 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.

Microsoft 365 and Connectivity Help Guides

Community support project | 2026

- Built a set of six beginner user guides using Microsoft Office, account access, devices, Wi-Fi and plain-English writing, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded six tested guides and feedback from eight users, 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

Certificate III in Information Technology | Example Registered Training Organisation

Commencing through the traineeship. Relevant preparation: digital literacy, Microsoft Office, customer service, cyber safety, basic hardware, connectivity and workplace communication.

Availability and requirements

Available for full-time work and training in Coburg. Willing to complete a National Police Check and Working With Children Check; current status: [confirm before applying]. Australian work rights: [confirm status].

References

References available upon request.