

[Full name]

Junior Helpdesk & Systems Administrator | Essential HR

Adelaide SA (Hybrid) | [Australian mobile] | [Email address]

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

Professional profile

Recent IT graduate with practical helpdesk and systems administration experience supporting Windows 11, Microsoft 365 and mobile users. Comfortable administering supervised account and mailbox changes, monitoring endpoints in NinjaOne-style tools, preparing devices and managing onboarding and offboarding checklists. Brings careful asset records, clear user guides and an active interest in Intune, Defender, PowerShell, Power BI, AI and automation for a distributed agricultural business.

Relevant skills

Microsoft 365 administration: Users, groups, mailboxes, MFA, Intune, mobile devices and access changes within approved boundaries.

Endpoint operations: Windows 11, NinjaOne monitoring, patching, alerts, remote support, Defender concepts and device health checks.

Lifecycle and assets: Laptop and phone setup, onboarding, offboarding, licences, access, decommissioning and accurate inventory records.

Knowledge and automation: User guides, SharePoint, PowerShell, Jira, Power BI, AI-assisted improvement and documented process controls.

Relevant experience

Helpdesk and Systems Assistant | Example Regional Services

Adelaide SA | January 2026 - August 2026

- Resolved 24 weekly Windows, Microsoft 365, device and access requests for office and regional users, confirming recovery before closure.
- Completed 48 supervised Microsoft 365 user, group, mailbox and MFA changes and documented approval and verification for each request.
- Monitored 60 endpoints, reviewed patch and health alerts twice daily, and escalated security or repeated-failure patterns with NinjaOne-style evidence.
- Prepared and decommissioned 22 laptops and phones through joiner and leaver checklists, reconciling devices, licences and access records.
- Published six user guides and automated one inventory validation step with PowerShell, reducing repeated missing-field corrections.

Selected projects

Microsoft 365 Joiner and Leaver Lab

Systems administration project | 2026

- Built a 30-user onboarding and offboarding environment using Microsoft 365, MFA, Intune, mobile devices, licences and access checklists, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 30 lifecycle records and a zero-orphan-access audit, 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.

Endpoint Monitoring and Automation Project

Operations project | 2026

- Built a 60-endpoint monitoring dataset using NinjaOne concepts, Windows patching, Defender, PowerShell and alert triage, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded a daily dashboard, one validation script and 20 alert investigations, 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

Bachelor of Information Technology | Example University

Completed 2026. Relevant study: Windows administration, Microsoft 365, endpoint management, networking, cybersecurity, scripting, data visualisation and service management. Microsoft certification: [confirm status].

Availability and requirements

Available for full-time hybrid work in Adelaide and currently in Australia with full working rights: [confirm status]. Open to supporting regional teams and learning additional business systems, AI and automation tools.

References

References available upon request.