

[Full name]

Junior Software Support Consultant | Meshed Group

Alexandria, Sydney NSW | [Australian mobile] | [Email address]

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

Professional profile

Early-career software support consultant with one year of combined internship and part-time experience triaging SaaS enquiries through Zendesk, reproducing defects and recording bugs in Jira. Comfortable distinguishing how-to questions, incidents and customisation requests, gathering business requirements and keeping clients informed against service levels. Brings practical software testing, Confluence documentation and customer communication skills, with an interest in education platforms, integrations and continuous service improvement.

Relevant skills

Zendesk service delivery: Ticket categorisation, SLA tracking, macros, client updates, escalation and disciplined management of open or pending work.

Defect and test workflow: Issue replication, Jira bug reports, evidence-based retesting, test reports and client confirmation after resolution.

Requirements and customisation: Business requirement discovery, technical briefs, approval, expectation management and simple-to-medium configuration tasks.

Knowledge and relationships: Confluence, Zendesk knowledge articles, complaints handling, stakeholder communication and scheduled weekly learning.

Relevant experience

Software Support Intern | Example Education Platform

Sydney NSW | August 2025 - August 2026

- Triaged 30 weekly Zendesk enquiries into how-to, incident and customisation categories and maintained updates against response targets.
- Reproduced 14 reported defects in test environments, logged Jira issues with steps and evidence and confirmed eight fixes before notifying clients.
- Guided users through platform features by phone and email and linked approved help content rather than giving unverified workarounds.
- Gathered requirements for six simple customisations, prepared technical briefs for approval and escalated complex changes to a senior consultant.

- Updated seven Confluence and Zendesk articles and used weekly ticket reviews to identify one recurring onboarding question for improvement.

Selected projects

Education Platform Support Simulation

Application support project | 2026

- Built a 40-ticket SaaS support queue using Zendesk, SLA categories, client communication and escalation, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 40 ticket records and a service-quality dashboard, 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.

Defect Reproduction and Customisation Project

Software quality project | 2026

- Built a configurable student-management module using Jira, test evidence, requirements and regression testing, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 18 tests, six bug reports and two approved technical briefs, 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 2025. Relevant study: software development life cycles, requirements analysis, testing, databases, web applications and service management.

Availability and requirements

Available for full-time work in Alexandria, Sydney. Able to work with clients by phone, email and scheduled meetings. Australian work rights: [confirm status before applying].

References

References available upon request.