

[Full name]

Level 1/2 Service Desk Engineer | NetVault

Brisbane CBD, QLD | [Australian mobile] | [Email address]

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

Professional profile

Recent IT graduate with hands-on service desk and networking practice gained through supervised support and telecommunications projects. Comfortable triaging phone and email requests, documenting progress, keeping clients informed and escalating with useful evidence. Brings practical exposure to TCP/IP, VLANs, routing, firewalls, NBN provisioning and VoIP, plus a careful approach to routers, CPE and onsite work for business customers and MSP partners.

Relevant skills

Service desk and NOC support: Level 1 triage, ticket ownership, outage updates, customer communication and structured escalation to Level 3 engineers.

Carrier and voice services: NBN and business internet ordering, provisioning updates, SIP, VoIP, hosted PBX and 3CX configuration concepts.

Networking foundations: TCP/IP, VLANs, routing, switching, firewalls, DNS, DHCP and connectivity verification across ISP and customer environments.

Deployment and documentation: Router, firewall and CPE preparation, onsite checklists, knowledge articles, logistics records and safe handover.

Relevant experience

Service Desk Assistant | Example Connectivity Services

Brisbane QLD | November 2025 - August 2026

- Triaged 24 weekly phone and email requests from business users and channel partners, recorded impact and diagnostics, and provided agreed update times.
- Used ping, traceroute, DNS and interface checks to isolate 16 internet and VoIP faults, escalating carrier or configuration issues with reproducible evidence.
- Tracked eight simulated NBN and Ethernet orders from submission to activation, reconciling milestones and notifying users when dependencies changed.
- Prepared six routers and four VoIP endpoints against approved templates, then verified WAN, LAN, call routing and rollback information before handover.
- Published five helpdesk procedures covering outages, provisioning, CPE checks and escalation, and revised them after senior engineer review.

Selected projects

ISP Service Desk and Provisioning Lab

Networking capstone | 2026

- Built a 25-ticket ISP support and carrier-order simulation using ticket triage, NBN workflows, TCP/IP diagnostics and customer updates, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 25 incident records, eight order trackers and a verified 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.

VoIP and CPE Deployment Lab

Infrastructure project | 2026

- Built a six-site router and hosted-voice deployment using 3CX, SIP, routers, VLANs, firewalls and acceptance testing, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 36 connectivity and call tests plus a deployment handover pack, 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 (Networking) | Example TAFE

Completed 2026. Relevant study: TCP/IP, routing and switching, Windows Server, network security, VoIP fundamentals, service desk practice and technical documentation.

Availability and requirements

Available for full-time work in Brisbane CBD and onsite customer work. Current Australian driver's licence: [confirm class and expiry]. Able to arrange an immediate start and occasional paid overtime or time off in lieu, subject to personal availability.

References

References available upon request.