

[Full name]

Level 1 Systems Analyst | Zynet Pty Ltd

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

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

Professional profile

Early-career systems support professional with practical experience across Windows, Microsoft 365, Active Directory, basic networks and managed-service ticket workflows. Comfortable taking escalated helpdesk issues, investigating logs and user context, maintaining accurate notes and involving senior specialists when risk or complexity increases. Brings customer-facing communication, structured troubleshooting and supervised exposure to Windows Server, backup, security and endpoint management in multi-client environments.

Relevant skills

Ticket ownership: Incident and request investigation, SLA monitoring, remote support, customer updates and evidence-based escalation.

Microsoft systems: Windows, Microsoft 365, Active Directory, Windows Server, account support, hardware and macOS fundamentals.

Infrastructure and security: Networking, wireless, backups, Sophos concepts, endpoint management, security-event triage and system audits.

Client and project support: Onboarding, documentation, quotation input, technical recommendations, implementation tasks and knowledge sharing.

Relevant experience

Systems Support Assistant | Example Managed Services

Melbourne VIC | September 2025 - August 2026

- Owned 22 weekly escalated tickets across Windows, Microsoft 365, hardware and connectivity, recording hypotheses, tests, outcomes and next actions.
- Completed 40 supervised account, group and mailbox tasks and verified access with users while preserving privileged-administration boundaries.
- Investigated backup, endpoint and wireless alerts using remote tools, escalating six security or infrastructure risks with logs and client impact.
- Assisted onboarding for two small clients by checking assets, users, network details, support contacts and unresolved risks against a standard workbook.

- Maintained 12 technical notes and joined monthly service reviews, translating recurring tickets into one approved knowledge and process improvement.

Selected projects

Multi-client Systems Support Lab

Systems capstone | 2026

- Built a three-client, 30-user managed-services environment using Windows, Microsoft 365, Active Directory, server, backup and RMM workflows, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 30 incident tests, three environment records and a tiered escalation 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.

Client Onboarding and Security Audit

Consulting project | 2026

- Built a small-business onboarding and baseline audit using asset discovery, account review, wireless checks, backup evidence and risk documentation, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded a 25-control audit, quotation input and remediation handover, 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: systems administration, Microsoft cloud services, networking, cybersecurity, backup and recovery, IT service management and client consulting.

Availability and requirements

Available for full-time work in Tullamarine. Australian work rights: [confirm status]. Australian driver's licence and vehicle access: [confirm status]. Available for occasional after-hours or weekend work by prior arrangement.

References

References available upon request.