

[Full name]

Service Desk Analyst | Netwealth - See Wealth Differently (ASX:NWL)

Melbourne, Victoria, Australia | [Australian mobile] | [Email address]

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

Professional profile

Recent IT graduate with practical service desk experience supporting Microsoft 365, Azure access, modern endpoints and hybrid meeting technology. Comfortable triaging and prioritising tickets, building Surface, Dell and Mac laptops and documenting incidents through resolution against service levels. Brings supervised exposure to Azure RBAC, Intune, Power Automate and Power Apps, plus clear communication, Active Directory and networking fundamentals suited to a collaborative financial-technology environment.

Relevant skills

Microsoft service delivery: Microsoft 365, Azure AD and RBAC, Active Directory, access troubleshooting and SLA-based incident resolution.

Modern device management: Microsoft Intune, Surface, Dell and Mac builds, Windows, macOS, mobile devices and acceptance checks.

Automation and collaboration: Power Automate, Power Apps, new-starter setup, meeting-room AV and hybrid meeting support.

Service desk operations: Ticket triage, prioritisation, escalation, ITSM records, DNS, DHCP, VPN, Wi-Fi and continuous improvement.

Relevant experience

Service Desk Assistant | Example Financial Platform

Melbourne VIC | November 2025 - August 2026

- Resolved 26 weekly Microsoft 365, access, endpoint, network and meeting-room requests and maintained accurate SLA and closure records.
- Built and configured 24 Surface, Dell and Mac laptops, enrolled devices in supervised Intune workflows and completed acceptance checks.
- Supported approved Azure RBAC and Active Directory requests, verified access with users and escalated privileged changes to the coordinator.
- Assisted 12 new starters with devices, system basics and hybrid meeting tools and produced five concise knowledge articles.

- Built two Power Automate training flows, documented controls and reviewed ticket trends to recommend one onboarding improvement.

Selected projects

Modern Endpoint Build Project

Desktop project | 2026

- Built a 24-device mixed fleet using Surface, Dell, Mac, Intune and Microsoft 365, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 24 build records and a compliance exception log, 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.

Service Desk Automation and AV Project

Improvement project | 2026

- Built a new-starter and meeting-support workflow using Power Automate, Power Apps, AV checks and ITSM records, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded two tested flows, 15 meeting scenarios and five articles, 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: Microsoft cloud services, endpoint administration, networking, automation, IT service management and information security.

Availability and requirements

Available for full-time work in Melbourne and able to attend the office four days each fortnight. Australian work rights: [confirm status before applying].

References

References available upon request.