

# [Full name]

**Service Desk Specialist | Premier Retail Services Pty Ltd**

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

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

## Professional profile

Recent IT graduate seeking a first service desk role, with practical experience supporting retail users, point-of-sale peripherals and Windows devices in a supervised environment. Confident receiving high-volume enquiries, recording accurate ticket details, providing clear updates and escalating unresolved issues to senior support. Brings a calm customer-service approach, reliable shift habits and a strong appetite to learn retail systems while contributing to consistent support for store and support-office teams.

## Relevant skills

**Retail service desk:** First-contact triage, POS and scanner troubleshooting, Windows support, ticket capture and issue ownership across store and office users.

**Customer communication:** Professional phone support, plain-English explanations, status updates, user education and confirmation before ticket closure.

**Escalation and teamwork:** Structured handover to senior specialists, reproducible notes, follow-up across support teams and prioritisation in high-volume queues.

**Operational reliability:** Rotating-roster readiness, accurate documentation, integrity with business information and continuous learning in a fast-paced retail environment.

## Relevant experience

### Retail IT Support Trainee | Example Retail Group

Melbourne VIC | November 2025 - June 2026

- Received 20 to 30 weekly store enquiries by phone and ticket queue, confirmed business impact and captured store, device, user and error details before troubleshooting.
- Resolved common POS login, barcode scanner, receipt printer and Windows profile issues by following runbooks and verifying a successful transaction or user task.
- Escalated unresolved incidents to senior support with timestamps, attempted steps, screenshots and business impact, then kept store contacts informed until closure.
- Maintained accurate ticket notes and categorisation across 75 sample requests, enabling clean shift handovers and useful trend reporting for recurring device faults.

- Prepared five quick-reference guides for store staff covering scanner pairing, printer checks, password resets and safe restart procedures.
- Worked morning and evening supervised shifts during peak retail periods and consistently completed handover records before leaving the queue.

## **Selected projects**

### **Retail POS and Scanner Troubleshooting Lab**

*Support simulation | 2026*

- Built a 15-scenario troubleshooting pack for POS connectivity, barcode scanners, receipt printers and user authentication, with expected symptoms and safe first checks.
- Tested each scenario with a second student, recorded resolution evidence and marked the point where store support should escalate to application or infrastructure teams.
- Reduced the average simulated resolution time from 18 to 11 minutes by reorganising checks around business impact and common failure patterns.

### **Service Desk Knowledge and Shift Handover Project**

*Team project | 2025*

- Designed a concise handover template covering open incidents, affected stores, next action, owner and promised update time for a seven-day support roster.
- Converted six recurring enquiries into knowledge articles and tested whether a new team member could follow each article without verbal guidance.
- Presented queue trends to a mock service desk lead and recommended clearer categorisation for scanner and POS incidents.

## **Education**

### **Diploma of Information Technology | Example TAFE**

Completed 2026. Relevant study: service desk operations, Windows support, networking fundamentals, IT security, customer communication and technical documentation.

## **Availability and requirements**

Available for a 12-month full-time fixed-term position in Melbourne and able to work a rotating seven-day roster including morning, afternoon and night shifts. Able to attend the St Kilda Road support office. Australian work rights: [confirm status before applying].

## **References**

References available upon request.