

[Full name]

Service Desk Technician – Onsite Support | Auswide IT

Smithfield, Adelaide SA | [Australian mobile] | [Email address]

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

Professional profile

Recent IT graduate with practical onsite support experience across Windows PCs, Microsoft 365, user accounts, printers and basic networks. Comfortable acting as a dedicated contact, organising incoming requests, keeping users updated and taking routine issues through verification and closure. Works independently while recognising escalation boundaries, maintains clear ticket and asset records, and brings introductory exposure to Intune, Exchange Online and SharePoint through supervised labs and projects.

Relevant skills

Onsite support: Windows troubleshooting, Microsoft 365, printers, software, user questions and calm face-to-face assistance.

Request ownership: Ticket capture, prioritisation, user updates, follow-through, closure checks and escalation to specialist technicians.

Accounts and equipment: Computer setup, Microsoft 365 user accounts, office peripherals, asset registers and basic network checks.

Microsoft administration: Introductory Intune, Exchange Online and SharePoint administration in training environments, with documented access boundaries.

Relevant experience

Onsite IT Support Assistant | Example Professional Services

Adelaide SA | January 2026 - August 2026

- Managed 20 weekly onsite requests covering Windows, Outlook, Teams, printers and connectivity, recording priority and promised update times.
- Set up 16 computers, user profiles and peripherals, verified access and printing and updated the asset register before handover.
- Took routine issues through diagnosis, resolution and user confirmation and escalated six complex cases with complete notes to senior technicians.
- Explained technical steps to non-technical staff and produced four short guides for password, printer and Microsoft 365 questions.

- Reviewed recurring requests with a supervisor and introduced a setup checklist that reduced missed configuration steps in later deployments.

Selected projects

Dedicated Client Support Simulation

Service desk capstone | 2026

- Built a 30-ticket onsite support queue using Windows, Microsoft 365, printing, networking and ticket ownership, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 30 closure records and an 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.

Microsoft 365 Administration Lab

Cloud support project | 2026

- Built a 15-user training tenant using Intune, Exchange Online, SharePoint and user accounts, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 20 access and device tests with an administrator 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

Certificate IV in Information Technology | Example TAFE

Completed 2026. Relevant study: service desk support, Windows, Microsoft 365, networking, cloud administration, cybersecurity and customer communication.

Availability and requirements

Available for full-time onsite work in Smithfield. Full Australian working rights: [confirm status]. Prepared to obtain a Police Clearance and Working With Children Check if requested; these checks should not be described as already held unless confirmed.

References

References available upon request.