

[Full name]

Support Analyst Lv1 | Applied Medical

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

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

Professional profile

Early-career support analyst with a relevant IT degree and two years of combined placement and part-time experience supporting Windows 11, Microsoft 365 and user access. Comfortable monitoring ServiceNow-style queues against SLAs, maintaining assets, assisting users across the Asia-Pacific region and following quality and safety procedures. Brings practical exposure to Active Directory, Exchange, SCCM and Autopilot, plus methodical TCP/IP, VPN, DNS and VLAN troubleshooting.

Relevant skills

ITIL service support: Incident and request queues, SLA monitoring, ServiceNow records, prioritisation, user updates and ITIL practices.

Microsoft workplace: Windows 11, Microsoft 365, Active Directory users and computers, Exchange mailbox management and remote support.

Deployment and assets: SCCM, Autopilot, endpoint preparation, asset servicing, inventory accuracy and acceptance checks.

Networking and compliance: TCP/IP, VPN tunnelling, DNS, VLANs, remote diagnostics, quality systems, safety rules and policy compliance.

Relevant experience

IT Support Analyst | Example Health Technology

Brisbane QLD | July 2024 - August 2026

- Resolved 26 weekly Windows, Microsoft 365, account and hardware requests for local and remote users, documenting closure evidence in the ticket queue.
- Reviewed open incidents against SLA targets twice daily, updated affected users and escalated six priority risks with complete diagnostic notes.
- Completed 55 supervised Active Directory and Exchange tasks and verified identity, access and mailbox outcomes before closing requests.
- Prepared 18 Windows 11 endpoints using SCCM and Autopilot lab workflows, reconciled asset records and completed user acceptance checks.
- Followed quality and safety procedures during device servicing and recorded process deviations for supervisor review rather than bypassing controls.

Selected projects

Windows 11 Service Desk and Deployment Lab

Support capstone | 2026

- Built a 30-user support and endpoint environment using ServiceNow workflows, Windows 11, Microsoft 365, SCCM and Autopilot, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 30 ticket records, 18 deployments and a signed acceptance checklist, 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.

Identity and Network Troubleshooting Project

Infrastructure project | 2026

- Built a 20-user Active Directory and remote-access lab using Active Directory, Exchange, TCP/IP, VPN, DNS and VLAN diagnostics, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 40 access and connectivity tests plus an escalation runbook, 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 2024. Relevant study: Windows administration, Microsoft cloud services, networking, ITIL service management, deployment, asset management and information security. ITIL 4 Foundation: [confirm status].

Availability and requirements

Available for full-time permanent onsite work in Geebung. Able to support Asia-Pacific users and follow Applied Medical quality, safety and company-policy training. Australian work rights: [confirm status].

References

References available upon request.