

[Full name]

Technology Support Officer | Farquhar Group

Cumberland Park, Adelaide SA | [Australian mobile] | [Email address]

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

Professional profile

Recent information technology graduate with hands-on support experience across Windows and macOS devices, Microsoft servers, user access and office networks. Comfortable acting as a first contact, following Level 1 to Level 3 troubleshooting paths, documenting assets and escalating security risks or vendor issues to an IT Manager. Brings clear communication, practical training experience and an interest in improving reliable daily technology operations for manufacturing and office teams.

Relevant skills

End-to-end support: Hardware, software, printing, mobile and network troubleshooting with clear ownership and escalation across Levels 1 to 3.

Identity and security: Password resets, access requests, MFA, SSO, fundamental cybersecurity controls and prompt risk escalation.

Platforms and assets: Windows, macOS, Microsoft Servers, device configuration, standards compliance, inventory and vendor repair coordination.

Service improvement: Technical guides, informal user training, recurring-issue analysis, performance metrics and practical procedure updates.

Relevant experience

Technology Support Assistant | Example Manufacturing Co

Adelaide SA | November 2025 - August 2026

- Triaged 25 weekly support requests from office and workshop users across Windows, macOS, printing, mobile and connectivity issues.
- Processed 36 supervised access, password, MFA and SSO requests, validating identity and escalating suspicious activity to the IT Manager.
- Configured 20 laptops and mobile devices against a standard checklist and updated serial, owner, warranty and status data in the asset register.
- Coordinated four vendor repairs and two hardware quotations, preserving diagnostic notes and confirming successful user acceptance after return.
- Published six troubleshooting guides and delivered three short staff sessions, then tracked recurring tickets to recommend one procedure change.

Selected projects

Secure Access and Endpoint Lab

Systems project | 2026

- Built a 25-user mixed Windows and macOS environment using MFA, SSO, password resets, server access and risk escalation, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded 30 access tests and an exception register, 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.

Support Metrics and Knowledge Project

Service improvement project | 2026

- Built a 60-ticket support dataset using categorisation, repeat-issue analysis and technical guide design, with documented scope, assumptions and safe operating boundaries.
- Executed and recorded six knowledge articles and a monthly reliability dashboard, 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, networking, cybersecurity, data management, service management and business systems.

Availability and requirements

Available for full-time work at Cumberland Park. Current C Class driver's licence: [confirm status and expiry]. Australian work rights: [confirm status before applying].

References

References available upon request.