

ALEX DEMO

FICTIONAL TEST RESUME - NOT A REAL PERSON OR JOB APPLICATION

Sudbury, Ontario, Canada | alex.demo@example.com

PROFESSIONAL SUMMARY

IT support professional with experience since January 2023 supporting Windows devices, Microsoft 365 users, basic Active Directory administration, and service-desk workflows. Seeking an IT support or junior systems role. All employers and achievements in this document are fictional test fixtures.

WORK EXPERIENCE

IT Support Analyst | Sample Office Services (fictional)

January 2025 - Present

- Support 90 office staff using Windows 10/11 and Microsoft 365.
- Resolve 12-18 service-desk tickets per day involving Outlook, Teams, printers, VPN clients, and account access.
- Perform Active Directory password resets, account unlocks, and approved group-membership changes.
- Provision and document 40 Windows laptops using an existing checklist; maintain an inventory of 140 devices.
- Write basic PowerShell scripts to collect device inventory and export CSV reports.
- Escalate firewall configuration, server outages, security incidents, and unfamiliar issues to the senior administrator.
- Maintain knowledge-base articles and document troubleshooting steps.

Service Desk Technician | Example Retail Support (fictional)

January 2023 - December 2024

- Provided remote and in-person first-line support for Windows workstations and peripherals.
- Recorded incidents in a ticketing system and communicated progress to nontechnical staff.
- Assisted with workstation setup, software installation, and basic connectivity checks.
- Followed established procedures and escalated issues beyond first-line access.

EDUCATION

Diploma in Computer Systems Technician | Example Technical College (fictional)

Completed June 2022

SKILLS

Windows 10/11 support; Microsoft 365 user support; Outlook; Teams; Active Directory basic user administration; ticket triage; remote support; hardware troubleshooting; TCP/IP and DNS fundamentals; basic PowerShell; CSV reporting; asset inventory; technical documentation; customer service.

PERSONAL LEARNING

Home lab only: installed Ubuntu in a virtual machine and practiced basic shell commands. This was personal learning, not production administration.

CERTIFICATIONS

None.

ROLE SCOPE

Individual contributor. Complex server, network, and security issues were escalated to senior staff. No direct reports or budget ownership.