



Alex Demo

IT Support Analyst

CONTACT

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

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

Ubuntu — home-lab learning
(personal virtual machine, basic
shell commands)

EDUCATION

Diploma

Computer Systems Technician
Example Technical College
(fictional) · Jun 2022

ABOUT ME

IT support professional with experience since 2023 supporting Windows 10/11 and Microsoft 365 users in a service-desk environment. Brings hands-on experience with Active Directory user administration, ticket triage, laptop provisioning, asset inventory, and technical documentation, backed by a Computer Systems Technician diploma.

EXPERIENCE

IT Support Analyst

Jan 2025 – Present

Sample Office Services (fictional)

- Support 90 office staff using Windows 10/11 and Microsoft 365, resolving 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.
- Maintain knowledge-base articles and document troubleshooting steps for recurring issues.
- 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.

Service Desk Technician

Jan 2023 – Dec 2024

Example Retail Support (fictional)

- 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.