



Alex Demo

IT support professional

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
- Printer troubleshooting
- Laptop provisioning
- Asset inventory
- TCP/IP and DNS fundamentals
- Basic PowerShell
- CSV reporting
- Technical documentation
- Customer service

EDUCATION

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

ABOUT ME

IT support professional with experience since 2023 providing day-to-day Windows and Microsoft 365 support to office users. Skilled in ticket triage, Active Directory user administration, laptop provisioning, inventory management, and technical documentation. Brings a track record of resolving service-desk tickets, communicating with nontechnical staff, and escalating complex issues appropriately.

EXPERIENCE

- IT Support Analyst**
Sample Office Services (fictional)
- Jan 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.
 - Maintain knowledge-base articles that document common troubleshooting steps.
 - 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**
Example Retail Support (fictional)
- Jan 2023 – Dec 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.

CERTIFICATIONS

IT Support Fundamentals Certificate
(fictional example)
Example Technical College (fictional)