Alex Demo

IT support professional

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PROFESSIONAL SUMMARY

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 Jan 2025 – Present
Sample Office Services (fictional)

- 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 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.

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 in Computer Systems Technician — Example Technical College (fictional)

CERTIFICATIONS

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