

Hemi Walker

IT Support Analyst — Service Desk

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ABOUT

IT support analyst with 3.5 years resolving Level 1–2 incidents for 800+ users across Bay of Plenty organisations. Strong in Microsoft 365, Active Directory, ServiceNow and clear communication with non-technical staff.

SKILLS

Support

ServiceNow Incident & request management Remote support (TeamViewer) SLA management

Technical

Microsoft 365 / Intune Active Directory Windows 10/11 Networking basics (DHCP/DNS)

Soft skills

Customer service Documentation Training users

EXPERIENCE

IT Support Analyst

Mar 2023 – Present

Port of Tauranga

- Resolve 45+ tickets daily with 96% SLA compliance and 4.7/5 CSAT.
- Deploy and manage 600 devices through Intune and Autopilot.
- Wrote 60 knowledge-base articles that reduced repeat tickets 25%.
- Escalate and coordinate with vendors for P1 incidents.

Service Desk Officer

Jan 2022 – Feb 2023

Bay of Plenty Regional Council

- First-line support for 400 staff.
- Handled password resets, account provisioning and hardware logistics.

EDUCATION

NZ Diploma in IT Technical Support (Level 6)

Toi Ohomai Institute of Technology, 2021

CERTIFICATIONS

- CompTIA A+
- Microsoft MD-102
- ITIL 4 Foundation

Right to work: NZ citizen — full work rights, no sponsorship required · **Languages:** English; te reo Māori (conversational) · References available on request