IT Helpdesk Portfolio – Case Study Report

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This report contains a collection of resolved IT support tickets, demonstrating troubleshooting, documentation, and resolution skills relevant to IT Helpdesk and Administrator roles.

Introduction

This portfolio has been developed to demonstrate my practical skills in IT support and helpdesk operations.
It simulates real-world scenarios using a ticketing system (Spiceworks) to log, track, and resolve issues.

Each case study highlights:

- Problem analysis and troubleshooting approach.
- Clear documentation of steps taken.
- Use of evidence (screenshots, logs).
- Final resolution and user outcome.

The tickets included cover a range of issues across hardware, software, networking, and account administration, reflecting the scope of responsibilities in a typical IT Helpdesk role.

Ticket #3 – Laptop not powering on

Ticket Summary
• User: John Smith
• Category: Hardware
• Priority: High
• Status: Closed

Issue Description
User reports device won't boot. No fan noise, no lights. Tried power button reset with no success.

Actions Taken
- Verified power adapter and outlet working correctly.

- Performed hard reset (power button 30s).

- No response – issued spare laptop.

- Logged faulty device for repair/replacement.

Resolution

User operational with replacement device. Faulty laptop sent for repair.

Outcome

Issue resolved. Ticket closed successfully.

Error: Power Issue

User reports laptop will not power on. No LEDs or fan activity when pressing
power button.

OK

#3 Laptop not powering on

Reopen

John Smith 3h ago
User reports device won't boot. No fan noise, no lights. Tried power button reset with no success.

John Smith 3h ago
created the ticket.

Justin Asamoah 3h ago
muted the ticket.

Justin Asamoah 3h ago
Investigated laptop that would not power on. Verified power adapter and outlet working correctly.
Performed hard reset (power button 30s) with no response. Swapped with spare laptop and logged device for hardware repair/replacement.
User operational with replacement device. Ticket closed.

Justin Asamoah 3h ago
changed status from **Open → Closed**.

Type a public response...

Public response
Send

Ticket #4 – Outlook not syncing with O365

Ticket Summary
• User: Jane Doe
• Category: O365 / Software
• Priority: Medium
• Status: Closed

Issue Description
User's Outlook inbox is not updating. Restarted app, but emails only appear in webmail.

Actions Taken
- Confirmed user could access email via O365 webmail.

- Cleared cached credentials in Windows Credential Manager.

- Recreated Outlook profile.

- Forced manual sync and tested email send/receive.

Resolution
Outlook desktop client re-synced successfully.

Outcome
User confirmed issue resolved. Ticket closed.

Outlook Sync Error

Outlook is unable to connect to the server. Emails visible in webmail but not in desktop Outlook.

OK

#4 Outlook not syncing with O365   Reopen   ⓘ ✕

JD   Jane Doe   3h ago
User's Outlook inbox is not updating. Restarted app, but emails only appear in webmail.

JD   Jane Doe   3h ago
created the ticket.

JA   Justin Asamoah   3h ago
muted the ticket.

JA   Justin Asamoah   3h ago
Confirmed user could access email via O365 webmail but Outlook desktop was not syncing.
Cleared cached credentials in Windows Credential Manager, recreated Outlook profile, and forced a manual sync.
Test email sent/received successfully. Issue resolved, ticket closed.

JA   Justin Asamoah   3h ago
changed status from Open → Closed.

Type a public response...

Public response ▾ 🔗 ⊕   Send ▾

Ticket #5 – Wi-Fi disconnects every 5 minutes

Ticket Summary
- User: Michael Lee (Sales)
- Category: Network
- Priority: High
- Status: Closed

Issue Description
User complains of unstable Wi-Fi connection in meeting room. Drops video calls.

Actions Taken
- Tested Wi-Fi in meeting room – confirmed intermittent drops.

- Checked router logs for errors.

- Updated wireless adapter driver on affected device.

- Moved user to stable 5GHz band.

Resolution
Signal stabilised and video call tested successfully without drops.

Outcome
Escalated issue to network team for monitoring. User confirmed resolution.

Ticket #6 – Shared printer unavailable

Ticket Summary
• User: John Smith (Finance)
• Category: Hardware
• Priority: Low
• Status: Closed

Issue Description
User unable to print to shared printer. Device showing 'offline.'

Actions Taken
- Verified printer powered on and connected to network.

- Restarted Print Spooler service on print server.

- Re-added printer to affected system.

- Printed test page successfully.

Resolution
Printer now available and functional.

Outcome
Ticket closed successfully.

Ticket #7 – New starter account required

Ticket Summary
- User: Jane Doe (HR)
- Category: User Accounts / Admin
- Priority: Medium
- Status: Closed

Issue Description
HR requested account setup for new joiner requiring O365 license, Teams access, and SharePoint permissions.

Actions Taken
- Created new user account in Microsoft Entra ID.

- Assigned O365 license.

- Configured Teams and SharePoint access.

- Tested login and confirmed mailbox/Teams access.

Resolution
New starter fully onboarded with required access.

Outcome
Account documented. Ticket closed successfully.

#7 New starter account required ✏️   Reopen ▾ ⓘ ✕

JD **Jane Doe** 3h ago   ✏️ 📌
HR requests account setup for new joiner. Requires O365 license, Teams access, and SharePoint permissions.

JD **Jane Doe** 3h ago
created the ticket.

JA **Justin Asamoah** 3h ago 🔒
Created new user account in Microsoft Entra ID and assigned O365 license.
Configured access to Teams and SharePoint per HR request.
Verified login with user and confirmed access to mailbox, Teams, and shared files.
Account documented in asset/knowledge base. Ticket closed.

Show less

JA **Justin Asamoah** 3h ago
changed status from **Open → Closed**.

Type a public response...

Public response ▾ 📎 🌐   Send ▾

Conclusion

Through this portfolio, I have shown my ability to:

- Diagnose and resolve technical issues.
- Communicate solutions clearly with end users.
- Document actions and maintain accurate records.
- Work across different areas of IT, from user support to system administration.

This case study collection demonstrates not only my technical knowledge but also the soft skills needed in IT support — problem-solving, adaptability, and user-focused service delivery.
It serves as evidence of my readiness to take on an IT Helpdesk or IT Administrator role and continue developing into more advanced IT and cybersecurity positions.