

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

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

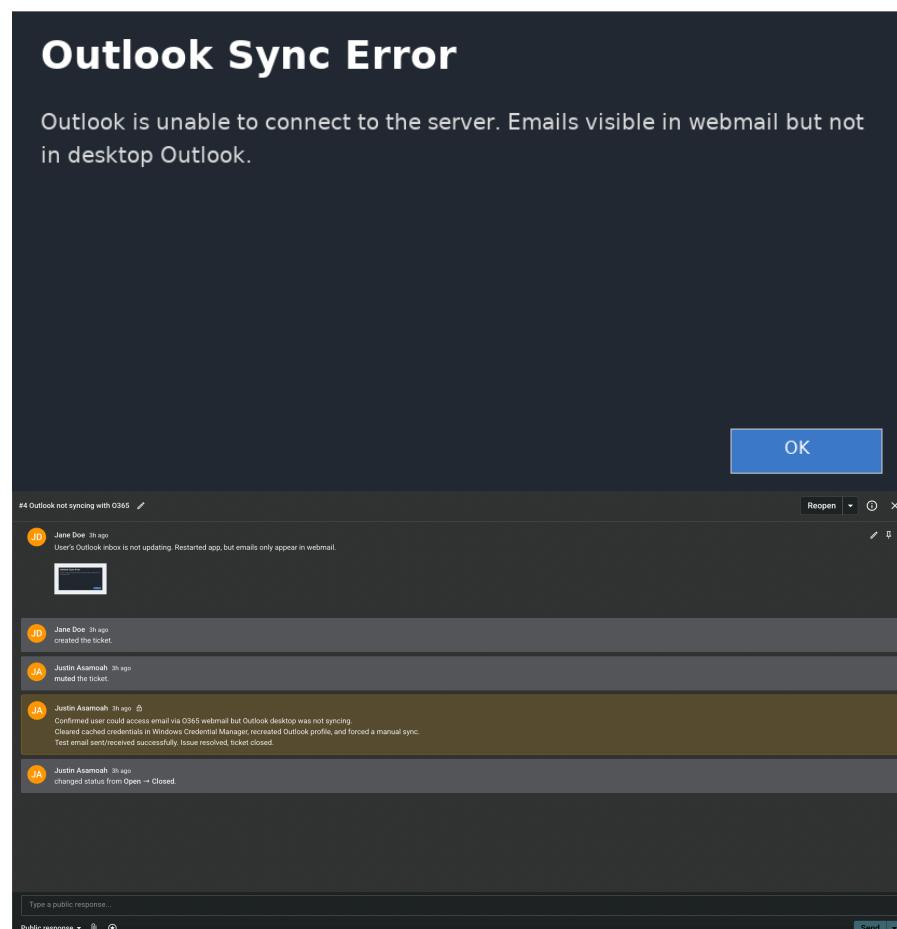
- Confirmed user could access email via O365 webmail.
- Cleared cached credentials in Windows Credential Manager.
- Recreated Outlook profile.
- Forced manual sync and tested email send/receive.

Resolution

Outlook desktop client re-synced successfully.

Outcome

User confirmed issue resolved. Ticket closed.



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.

Wi-Fi Connection Dropped

Wi-Fi disconnects frequently in the meeting room, affecting video calls.
Signal strength fluctuates.

OK

#5 Wi-Fi disconnects every 5 minutes

ML Michael Lee 3h ago
User complains of unstable Wi-Fi connection in meeting room. Drops video calls.

JA Justin Asamoa 3h ago
Tested Wi-Fi in meeting room. Confirmed intermittent drops.
Checked router logs, updated wireless adapter driver on affected device, and moved user to stable 5GHz band.
Signal stabilised and video call tested without drops.
Escalated issue to network team for further monitoring. Ticket closed.

Show less

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

Type a public response

Public response Send

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.

The screenshot shows a ticket interface with the following details:

Title: Printer Offline

Description: The shared office printer is showing 'Offline' and users cannot print. Spooler restart did not help.

Buttons: OK

Ticket History:

- JS** John Smith 3h ago User unable to print to shared printer. Device showing "offline." Tried restarting, no success.
- JS** John Smith 3h ago created the ticket.
- JA** Justin Asamoh 3h ago Printer was showing offline on user devices. Verified device powered on and connected to network. Restarted Print Spooler service on print server and re-added printer to affected system. Test page printed successfully. Device now online; ticket closed.
- JA** Justin Asamoh 3h ago changed status from Open → Closed.

Bottom Bar: Type a public response... | Public response | Send

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 Edit

Reopen More Info X

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

JD Jane Doe 3h ago Edit More
created the ticket.

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

Type a public response...

Public response More Unread @

Send More

Automation & Canned Responses

In addition to manual troubleshooting, I implemented **automation rules and canned responses** within Spiceworks to streamline ticket management. This demonstrates not only technical problem-solving, but also my ability to design efficient IT support processes.

- **Automation Rules** were created to categorise and prioritise tickets based on keywords (e.g., “Outlook,” “Password,” “Printer”), reducing manual triage time and ensuring urgent issues are flagged correctly.
- **Canned Responses** were developed for recurring issues, enabling consistent, professional, and rapid communication with users while ensuring all troubleshooting steps are properly documented.

The screenshots included in this section show:

1. The configuration of ticket rules for auto-categorisation and prioritisation.
2. The setup of canned responses for common IT incidents.
3. Example tickets being automatically categorised and resolved using these tools.

This section highlights my ability to combine **technical troubleshooting** with **workflow automation**, skills that are essential for scaling IT support operations and delivering consistent user experiences.

Ticket rules

[Add ticket rule](#)

New Starter / Onboarding –	<input checked="" type="checkbox"/>	Edit	Delete
Auto Categorise			
Password & Account Issues	<input checked="" type="checkbox"/>	Edit	Delete
– Auto Categorise			
Outlook / Email Sync Issues	<input checked="" type="checkbox"/>	Edit	Delete
– Auto Categorise			
Account & Password Issues	<input checked="" type="checkbox"/>	Edit	Delete
– Auto Categorise			
Wi-Fi & Network Issues –	<input checked="" type="checkbox"/>	Edit	Delete
Auto Categorise			
Printer Issues – Auto	<input checked="" type="checkbox"/>	Edit	Delete
Categorise			

Ticket rules

[Add ticket rule](#)

Rule label -
New Starter / Onboarding – Auto Categorise

Rules

Any

Description

contains

Description –
onboarding



Description

contains

Description –
user setup



Summary

contains

Summary –
new account



Summary

contains

Summary –
new starter

[+ Add rule](#)

Actions

Assign to

Assign to

JA Justin Asamoah



Set priority

Medium



Set category

User Accounts / Admin



Canned responses

[Add Response](#)

Laptop Not Powering On – Troubleshooting

[Edit](#) [Delete](#)

Actions Taken: - Verified power adapter and outlet working correctly. - Performed hard reset (power button 30s). - Tested with alternate charger. - Swapped with spare laptop and logged original device for repair/replacement. Outcome: User operational with replacement device.

New Starter Account Setup

[Edit](#) [Delete](#)

Actions Taken: - Created new user in Microsoft Entra ID / Active Directory. - Assigned O365 license and configured access to Teams & SharePoint. - Set up mailbox, shared folders, and security groups. - Verified login with user and confirmed access. Outcome: New starter operational and documented in asset/knowledge base.

Outlook Sync Issue – Troubleshooting

[Edit](#) [Delete](#)

Actions Taken: - Confirmed user could access email via O365 webmail. - Verified Outlook profile was not syncing. - Cleared cached credentials in Windows Credential Manager. - Recreated Outlook profile and forced manual sync. Outcome: Test email sent/received successfully. Issue resolved.

Password Reset – Troubleshooting

[Edit](#) [Delete](#)

Actions Taken: - Verified user identity per company policy. - Reset password in Microsoft Entra ID / Active Directory. - Ensured password met security requirements. - Verified user login on desktop and Office 365 apps. Outcome: User successfully logged in with new password.

Printer Offline - Troubleshooting

[Edit](#) [Delete](#)

Actions Taken: - Verified printer was powered on and connected to the network. - Restarted Print Spooler service on server. - Removed and re-added printer on affected system. - Printed test page to confirm resolution. Outcome: Printer now online and available to users.

Wi-Fi Disconnects - Troubleshooting

[Edit](#) [Delete](#)

Actions Taken: - Tested Wi-Fi connection in affected area; confirmed intermittent drops. - Checked router logs and verified access point status. - Updated wireless adapter driver on user's device. - Moved user to stable 5GHz band. Outcome: Connection stabilised; video call tested successfully. Escalated to network team for further monitoring.

Ticket #9 – Outlook Not Syncing with O365

Ticket Summary

- User: Michael Lee
- Category: Software (*auto-applied via Ticket Rule*)
- Priority: Medium (*auto-applied via Ticket Rule*)
- Status: Closed

Issue Description

User reported that Outlook desktop was not syncing with O365 emails. Messages appeared correctly in Outlook Web Access but not in the desktop client.

Automation Used

The Spiceworks **Ticket Rule** automatically categorised this as *Software* and set priority to *Medium* based on keywords (“Outlook”, “Email”) detected in the ticket summary.

Canned Response Applied

Outlook Sync Issue – Troubleshooting

Actions Taken

- Confirmed user could access mailbox via Outlook Web Access.
- Verified Outlook desktop profile was not syncing properly.
- Cleared cached credentials via Windows Credential Manager.
- Recreated Outlook profile and triggered manual sync.

Resolution

Outlook re-synced successfully and both inbound/outbound mail flow was verified.

Outcome

User confirmed full mailbox synchronisation. Ticket closed successfully.

ID	Summary	Assignee	Creator	Organization	Priority	Category	Status	Created
9	Outlook not syncing with O365	Justin Asamoah	Michael Lee	Asamoah IT Solutions	Medium	Software	open	0s ago

The screenshot shows a ticket detail page with the following information:

- Summary:** #9 Outlook not syncing with O365
- Assignee:** Michael Lee (3m ago)
- Creator:** Michael Lee (3m ago)
- Organization:** Asamoah IT Solutions
- Priority:** Medium
- Category:** Software
- Status:** open
- Created:** 0s ago

Comments:

- Michael Lee (3m ago): User reports Outlook desktop not updating. Emails show in webmail only.
- Michael Lee (3m ago): created the ticket.
- Justin Asamoah (in 0s): Actions Taken:
 - Confirmed user could access email via O365 webmail.
 - Verified Outlook profile was not syncing.
 - Cleared cached credentials in Windows Credential Manager.
 - Recreated Outlook profile and forced manual sync.Outcome:
Test email sent/received successfully. Confirmed with user that emails are now syncing successfully. Issue resolved.

Bottom Bar:

- Type a public response...
- Public response ▾
- Send ▾

Ticket #10 – User Locked Out of Account

Ticket Summary

- User: Jane Doe
- Category: Accounts/Admin (*auto-applied via Ticket Rule*)
- Priority: High (*auto-applied via Ticket Rule*)
- Status: Closed

Issue Description

User unable to access Teams and Outlook due to password expiry. Account locked pending reset.

Automation Used

Spiceworks **Ticket Rule** detected keywords (“password”, “account”) and automatically categorised the ticket under *Accounts/Admin* with *High Priority*.

Canned Response Applied

Password Reset – Troubleshooting

Actions Taken

- Verified user identity following IT security protocol.
- Reset password in Microsoft Entra ID / Active Directory.
- Ensured compliance with password complexity and expiry policy.
- Confirmed login success across desktop, Teams, and Outlook.

Resolution

User credentials reset and verified successfully.

Outcome

Account restored. Ticket closed successfully.

The screenshot displays a ticket management interface with the following details:

Ticket Details:

ID	Summary	Assignee	Creator	Organization	Priority	Category	Status	Created
10	User locked out of account	Justin Asamoah	Jane Doe	Asamoah IT Solutions	High	User Accounts / Admin	open	0s ago

Ticket History:

- #10 User locked out of account** (created by Jane Doe 1h ago) - Password expired, user unable to login to Teams and Outlook.
- JA** (Justin Asamoah) - created the ticket.
- JA** (Justin Asamoah) - in 0s
Actions Taken:
 - Verified user identity per company policy.
 - Reset password in Microsoft Entra ID / Active Directory.
 - Ensured password met security requirements.
 - Verified user login on desktop and Office 365 apps.Outcome:
User successfully logged in with new password.

Ticket #11 – New Starter Account Setup Required

Ticket Summary

- User: John Smith
- Category: Accounts/Admin (*auto-applied via Ticket Rule*)
- Priority: Medium (*auto-applied via Ticket Rule*)
- Status: Closed

Issue Description

HR requested setup of a new employee account in Microsoft Entra ID with relevant O365 license and group access.

Automation Used

Ticket automatically classified as *Accounts/Admin* using the “New Starter” rule.

Canned Response Applied

New Starter Account Setup

Actions Taken

- Created new user in Microsoft Entra ID / Active Directory.
- Assigned Microsoft 365 license and configured Teams, SharePoint, and email access.
- Set up mailbox, security groups, and mapped network drives.
- Verified first login and MFA setup.

Resolution

New account provisioned successfully and verified by the user.

Outcome

User onboarded with all required access; process documented in the asset register and closed in Spiceworks.

ID	Summary	Assignee	Creator	Organization	Priority	Category
11	New starter account setup required	Justin Asamoah	John Smith	Asamoah IT Solutions	↑ High	User Accounts / Admin

The screenshot shows a ticket detail view for ticket #11. The top header includes fields for Assignee (Justin Asamoah), Creator (John Smith), Organization (Asamoah IT Solutions), Priority (High), and Category (User Accounts / Admin). The ticket title is "#11 New starter account setup required". The history pane shows two entries from John Smith (JS) 4m ago:

- HR requested setup of new user in Entra ID and assignment of O365 license.
- created the ticket.

The "Actions Taken" section lists the following steps:

- Created new user in Microsoft Entra ID / Active Directory.
- Assigned O365 license and configured access to Teams & SharePoint.
- Set up mailbox, shared folders, and security groups.
- Verified login with user and confirmed access.

The "Outcome:" section states: "New starter operational and documented in asset/knowledge base."

Conclusion

Through this portfolio, I have demonstrated my ability to:

- Diagnose, troubleshoot, and resolve a variety of technical issues.
- Communicate solutions clearly and effectively with end users.
- Document actions in a structured, professional format.
- Apply automation rules and canned responses to improve efficiency and consistency.
- Work across multiple IT areas, from user support to system administration and account management.

This collection of case studies highlights not only my **technical knowledge** but also the **soft skills** essential for IT support — problem-solving, adaptability, and a strong focus on user experience.

By showcasing both **manual troubleshooting** and **workflow automation**, this portfolio provides evidence of my readiness to succeed in an **IT Helpdesk or IT Administrator role** and to continue advancing into more complex IT and **cybersecurity-focused positions**.