

Expected salary - 15-20k.

Rahon road,

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PROFESSIONAL SUMMARY

BCA graduate seeking an entry-level IT opportunity in IT Support, Technical Support, Desktop Support, Hardware & Network, Help Desk, System Support, or IT Operations. Strong foundation in Windows installation and troubleshooting, computer hardware, BIOS configuration, device drivers, software installation, printer and peripheral support, basic networking, and system maintenance. Familiar with Microsoft Office and basic web technologies. Quick learner with problem-solving skills and a strong willingness to learn new IT systems, tools, and technologies.

CORE IT SKILLS

- **IT Support & Troubleshooting:** Desktop/laptop troubleshooting, hardware & software troubleshooting, system maintenance, Basic user support issue identification and resolution
- **Operating Systems:** Windows installation/configuration, Windows troubleshooting, device driver installation and updates
- **Computer Hardware:** Computer assembly & maintenance desktop hardware troubleshooting, Basic hardware diagnosis peripherals, BIOS configuration boot settings
- **Networking:** PAN, LAN & WAN fundamentals, IP address fundamentals, Basic network configuration LAN/Wi-Fi connectivity troubleshooting
- **Printers & Peripherals:** Printer installation/configuration, Printer troubleshooting, Peripheral connectivity and basic device configuration
- **Software & Applications:** Software installation/configuration, Microsoft Word, Excel and PowerPoint, Basic application troubleshooting
- **Tools & Technologies:** VS Code, Git, GitHub, Chrome DevTools, HTML5, CSS3, JavaScript, Bootstrap

IT SUPPORT PRACTICAL EXPERIENCE

- **IT Support & Troubleshooting Practice (Practical Academic / Self-Learning Project)** *1 month*
 - Installed and configured Windows operating systems on desktop and laptop systems.
 - Practiced BIOS configuration and basic boot-setting management.
 - Installed and updated device drivers for computer hardware.
 - Performed basic hardware troubleshooting and identified common system issues.
 - Installed software and configured basic applications.
 - Configured printers and practiced resolving basic printer-related problems.
 - Established basic network connections and practiced connectivity troubleshooting.
 - Performed basic desktop and peripheral setup and maintenance.
 - Followed a systematic approach to identifying technical problems and finding suitable solutions.

PROJECTS

- **Personal Portfolio Website**
 - Designed and developed a responsive portfolio website using HTML5, CSS3, JavaScript and Bootstrap.
 - Implemented responsive layouts for desktop and tablet devices.
 - Used Git and GitHub for version control and project management.
 - Used Figma for basic UI wireframing and website layout planning.
- **Vermas Kitchen Restaurant Website**
 - Developed a responsive restaurant website using HTML5, CSS3 and Bootstrap.
 - Created navigation, hero, gallery, menu, about and contact sections.
 - Implemented responsive layouts for multiple screen sizes.
- **Business Landing Page**
 - Designed and developed a responsive landing page using HTML5 and CSS3.
 - Created structured hero, service and call-to-action sections.
 - Applied responsive design principles for desktop, tablet and mobile screens.

Education