

Harpreet Ralh

IT Support Specialist | Technical Support Engineer

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Professional Summary

Results-driven IT Support Specialist with 1+ years of experience in troubleshooting, system administration, and user support in educational and organizational environments. Skilled in diagnosing hardware/software issues, managing networks, and ensuring smooth IT operations. Strong communicator with proven ability to resolve 30+ daily support requests and improve system performance. Seeking to leverage expertise in technical support, networking, and IT infrastructure to contribute to organizational success.

Professional Experience

IT Support

Darrick International School, Punjab, India

Sep 2024 – Present

- Troubleshoot hardware and software issues, resolving 95% of support tickets on first attempt.
- Performed system upgrades, security patches, and routine maintenance to improve uptime.
- Installed and configured computers & peripheral devices for 50+ users.
- Provided end-user training and assistance for MS Office, Windows, and school applications.

IT Support & Computer Teacher

Ambition Academy, Punjab, India

Aug 2022 – Sep 2024

- Delivered classroom training on MS Office & Tally ERP.
- Resolved technical issues for faculty and students, improving system efficiency by 20%.
- Designed course materials, handouts, and presentations for IT education programs.
- Mentored students on IT fundamentals, networking basics, and troubleshooting methods.

Education & Certifications

Bachelor of Computer Applications (BCA) – Guru Nanak Dev University, Punjab (2022)

Office Automation Certificate – Bhogal Computers, Punjab (2022)

Tally Accounting Certification – Bhogal Computers, Punjab (2023)

Technical Skills

Operating Systems: Windows (7/8/10/11)

Software & Tools: MS Office, Advanced Excel, Tally ERP, Adobe Photoshop, Canva

Hardware: PC Assembly, Installation, Maintenance, Troubleshooting

Security: Antivirus, Data Backup & Recovery, System Updates

Soft Skills

Problem Solving | Time Management | Team Collaboration

Languages

English | Hindi | Punjabi

Technical Projects in Detail

- Configured a Windows Server environment for user account management, data security, and software deployment across 50+ systems.
- Designed and implemented a data backup and recovery plan using cloud-based tools and external storage solutions, reducing downtime by 30%.
- Provided hands-on training to staff and students on troubleshooting common hardware and software issues, enhancing IT literacy and independence.

Disclaimer

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned.

Sincerely
Harpreet Ralh