# Virtual Help Desk Lab Project

## Overview

I designed and implemented a virtual help desk environment from scratch to simulate real-world IT support scenarios. This hands-on project showcases skills in system setup, user management, basic security hardening, and ticket-based troubleshooting — essential skills for IT support and cybersecurity roles.

## What I Did

- Created a virtual network using VirtualBox with:  
 - 1 Windows 10 “Employee” machine  
 - 1 Ubuntu Linux “Help Desk” machine  
- Installed and configured key tools:  
 - Remote Desktop Protocol (RDP)  
 - SSH and basic remote troubleshooting tools  
- Simulated real-world IT tickets:  
 - Password reset  
 - RDP connection failure  
 - Network configuration issue  
 - Printer setup request  
- Documented solutions in a shared knowledge base format  
- Applied basic hardening: UFW firewall, disabled guest accounts, enforced password complexity

## Skills Used

- OS installation (Windows/Linux)  
- User management and permissions  
- Remote support (SSH/RDP)  
- Ticket simulation and troubleshooting  
- Basic security hardening  
- Technical documentation

## Screenshots & Documentation

Include the following screenshots if available:  
✅ Windows 10 client login  
✅ Ubuntu Help Desk terminal + fix logs  
✅ Before/after network settings  
✅ GitHub repo with documentation (optional)