BALJOT SINGH

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baljotvirk07@gmail.com

Detail-oriented and self-motivated IT professional with strong foundational knowledge in network protocols and technical troubleshooting. Quick learner with excellent problem-solving abilities and a passion for providing exceptional technical support. Committed to delivering high-quality customer service while maintaining efficient resolution times.

EDUCATION

BACHELOR OF SCIENCE: COMPUTER SCIENCE

University of Wisconsin-Milwaukee | 3.7 GPA

TECHNICAL SKILLS

- **Networking**: TCP/IP, DNS, DHCP, HTTP/HTTPS protocols
- **Operating Systems**: Windows 10/11, Linux
- **Technical Support:** Hardware and software support
- **Software:** Microsoft Office Suite, Hypervisor Management, Remote Desktop tools
- **General Skills**: Problem-solving, documentation, customer service, self sufficient

RELEVANT PROJECTS & SELF-STUDY

HOME LAB ENVIRONMENT

- Implemented and managed a Network Attached Storage (NAS) system for efficient data management and backup
- Utilized hypervisor technology to create and maintain multiple virtual machines for various services
- Configured remote access solutions allowing secure connection to home network resources
- Optimized storage performance through effective RAID configuration and resource allocation
- Managed media streaming services across multiple devices and platforms

HOME AUTOMATION SYSTEM

- Deployed and configured Home Assistant for centralized smart home management
- Created custom automation scripts to optimize home operations
- Troubleshot connectivity issues between various smart devices and platforms
- Integrated multiple IoT devices and protocols into a unified control system
- Programmed ESP32 microcontrollers to create custom sensor networks for environmental monitoring

TECHNICAL DOCUMENTATION

- Created detailed documentation for personal technical projects
- Developed step-by-step guides for common troubleshooting procedures

CERTIFICATIONS

- AWS Certified Developer – Associate