**Navjot Kaur**

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(206) 771-5026

**SUMMARY**

I am Multilingual. Experienced with managing team schedules, motivated, and currently I teach Punjabi language to US born children. Knowledgeable information technology student looking to further build their professional experience within a technical support and/or help desk role. Experience with managing team schedules, and working to repair computers.

**TECHINCAL SKILLS**

Networking and Security Customer service

IPV4 and IPV6 troubleshooting Phone support

Linux commands Linux

Routing and switching Python

Computer hardware maintenance User technical support

SQL Technical troubleshooting

Powershell Microsoft Azure

Windows Server I, II, III Proficient MS Word, PowerPoint, Excel

**EDUCATION**

**Green River Community College, Auburn, WA**

Bachelor’s degree in Network Administration and Security **(**September 2018 – June 2020

**Green River Community College, Auburn, WA**

Associates of Arts

**YWCA BankWork$® Program, Seattle, WA**

Bank Career Training Program Certificate

Endorsed by the Washington Bankers Association

**EXPERIENCE**

**Senior Technician, PC repair shop, Green River College, Auburn, WA** **April 2019-March 2020**

* Installed and maintained control systems and other technical components to complete equipment installations
* Fixed problems with parts, equipment, and full system
* Performed maintenance according to a predetermined schedule
* Tested components, assemblies, and systems to diagnose problems
* Assessed equipment malfunctions using technical skills, troubleshooting abilities and diagnostic knowledge

**US Technical Specialist, Apple, Tukwila, WA Nov 2019-Dec 2019**

* Troubleshooting and solving issues
* Advising and selling the products to the customer
* Help setting up the customer new product
* Improved customer satisfaction by finding creative solutions to problems
* Provided excellent service and attention to customers when face-to-face or through phone conversations