

## Dawinder Dhanda

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Hillsborough, NJ 08844

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### EDUCATION

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#### University of Phoenix

Bachelor of Science in Information Technology

GPA-3.8

Phoenix, Arizona

June 2019- April 2021

#### Raritan Valley Community College

Associate of science in Information Technology

GPS-3.5

Raritan, New Jersey

June 2017-May 2019

### WORK EXPERIENCE

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#### GoMeat Services

Help Desk/ IT Support

Somerset, New Jersey

October 2019-Current

- Provide accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints
- Utilize available resources (online database) to reduce time and increase efficiency in troubleshooting computer software and hardware problems
- Effectively manage high volume calls in a constant flow to solve technical problems
- Maintained and repaired laptop hard drives, memory and displays.
- Respond to and resolve inbound Help Desk requests for technical assistance via phone, email, and ticket system.
- Provide hardware and software installation and upgrades and ensure that networks are functioning properly and are available for the intended uses.
- Refer all unresolved technical support issues to Senior Support Specialist.
- Creating, escalating, and resolving tickets using Service Now and Password resets.
- Expertise in Mobile Device Management (MDM) administrating mobile devices, such as smartphones, and tablets
- Installing printers, managing servers.

#### Burger King

Shift Leader

Hillsborough, New Jersey

January 2017-January 2018

- Responded and resolved customer complaints in a timely manner to ensure satisfaction
- Supervised and coached employees and facilitated effective training programs
- Made and enforced sanitary and work conduct guidelines
- Accounted for all inventory and employee expenses
- Make schedule for employees.

### COURSEWORK

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Algorithms and Logic for Computer Programming, Fundamentals of Networking, Network Web Services, Database Integration with Other Systems, Data Structures for Problem Solving, Data Programming Languages, Cyber Domain, Project Planning and Implementation

#### Projects

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##### Capstone Project

- Proposed a project to improve the business process of an organization
- Analyzed sales processes and identified IT system capable of improving the sales process
- Developed an easy-to-use, cloud-based Customer Relationship Management solution to generate more leads, increase sales, improve customer service, reduce cost of sales and increase revenue

### SKILLS

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**Technical Skills:** JavaScript, Html5, CSS, Git, Data Analysis, Microsoft Word, Excel, PowerPoint

**Soft Skills:** Project Management, Leadership, Effective Communication, Teamwork, Problem-Solving, Time Management

### CERTIFICATION

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LinkedIn

- IT Help Desk for Beginners
- How to Make Strategic Thinking a Habit
- Networking Foundations: Networking Basics
- Ethical Hacking: Introduction to Ethical Hacking

