

HERKAMAL RANDHAWA

Greenwood, IN

HerkamalRandhawa@gmail.com | (317) 666-1563

GitHub: <https://github.com/Herkamal> | LinkedIn: <https://linkedin.com/in/herkamal-randhawa>

IT SUPPORT SPECIALIST

Reliable IT Support Specialist with hands-on experience in **Active Directory**, **Azure**, **ticketing systems**, and **Windows OS**. Proven ability to **troubleshoot independently**, **assist end users**, and **manage technical environments**.

TECHNICAL SKILLS

Active Directory, **Group Policy**, **Windows OS**, **Azure**, **DNS**, **DHCP**, **RDP**, **osTicket**, **PowerShell**, **Microsoft Office**, **Ticketing Systems**, **Troubleshooting**

PROFESSIONAL EXPERIENCE

IT Trainee | Course Careers

Remote | Dec 2024 – Present

- Deployed and configured **Windows Server** environments, managing **DNS**, **GPOs**, and **login** issues.
- Created and managed users and groups in **Active Directory**, applying **security** and **access** controls.
- Built and maintained **virtual machines** and **networks** using **Microsoft Azure**.
- Used a **structured ticketing system** to manage and resolve **user-reported** IT issues efficiently.
- Diagnosed and repaired **hardware** and **software issues** across **desktops** and **laptops**.
- Documented **technical issues** and **solutions** and escalated **advanced** problems as needed.
- Trained users on **IT best practices**, **tools**, and **security protocols** to **improve efficiency**.

Amazon | Process Guide

Greenwood, IN | Oct 2024 – Present

- **Communicated** via radio to **coordinate tasks** and **provide live updates** to leadership.
- **Diagnosed** and **resolved** line jams and **restarted** equipment to keep operations running smoothly.
- Managed warehouse operations: sorting, prepping shipments, and maintaining line productivity.
- **Communicated** via radio and **resolved** equipment jams independently to support the **team's workflow**.
- **Rebooted** and **repaired** sort line computers, fixing **frozen screens** and **unresponsive touchpads** to prevent delays.

PROJECTS

- **osTicket Setup** – Deployed **osTicket** on Windows Server with **IIS**, **PHP**, and **MySQL**; configured email and fixed permission errors.
- **Active Directory Lab** – Created users, groups, and GPOs; enforced lockout policies and tested login behavior.
- **Azure Lab** – Built **VMs** and virtual networks in **Azure**; configured **RDP**, **firewall rules**, and **connectivity tests**.

CERTIFICATIONS

- Course Careers IT Support Certificate