

Arjun Singh Bisht

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Objective

"To obtain a Technical Support position where I can apply my knowledge of computer networks, troubleshooting methodologies, and support tools to assist users effectively and contribute to smooth IT operations."

Education

Master of Computer Applications (MCA) — IGNOU *Expected 2027*

Bachelor of Computer Applications (BCA) — Teerthanker Mahaveer University *2021–2024*

Technical Skills

- **Networking:** LAN/WAN, DNS, DHCP, TCP/IP, VPN
- **Remote Support Tools:** TeamViewer, AnyDesk, Remote Desktop, LogMeIn
- **IT Ticketing Systems:** ServiceNow, Zendesk, Freshdesk, Jira
- **Support Channels:** Voice, Chat, and Email Support
- **Documentation Tools:** Confluence, Google Docs

Soft Skills

- Strong problem-solving and analytical thinking
- Effective communicator and collaborative team player
- Quick learner with adaptability to new tools and environments
- Excellent time management and organization
- Positive attitude with attention to detail

Certifications & Training

- **Java Full Stack Developer Course**, CodeSquadz — *April 2025*
Core Java, JDBC, JSP/Servlets, Spring Boot, REST APIs, HTML, CSS, JavaScript
- **Python Internship**, CETPA Infotech Pvt. Ltd. (Skill Partner of TCS iON), Noida *June - August 2023*
6-week training in Python fundamentals, data structures, and basic file handling

Projects

Library Management System

August 2023

- Built an interactive library system using Tkinter and Python
- Implemented book tracking, issuing, and returning functionalities
- Simulated a real-world software use case for educational institutions

Extra-Curricular Activities

- Attended workshops and webinars on Java, software development, and troubleshooting
- Volunteered as class representative and participated in event coordination
- Organized student seminars and webinars

- Active member of cultural and sports clubs.

Declaration

I hereby declare that the above information is true and correct to the best of my knowledge and belief.