**Varunpreet Kaur**

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045-624-9497 - varunpreet08@gmail.com

**Professional Summary**

Enthusiastic IT Support Assistant eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Level 1 IT support and database support with understand of SQL. C#, ASP and Oracle and assist in software solution. Motivated to learn, grow and excel in IT industry.

**Skills**

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| * Preventive maintenance services * Quality assurance * Virus and malware prevention * Planning * Disaster recovery * Application installations * Research | * Technical issue analysis * Troubleshooting and diagnostics * Technical issues analysis * Technical documents comprehension * Data entry * Staff education and training * Desktop support |

**Work History**

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| 08/2019 to Current | ICT Support Intern  Perth College of Business and Technology – East Perth, WA   * Developed, updated and maintained database of existing and potential students in powerpro software. * Patched software and installed new versions to eliminate security problems and protect data. * Documented all transactions and support interactions in system for future reference and addition to knowledge base. * Demonstrated professionalism and courtesy with students while working to resolve complaints, problems or respond to questions. * Configured hardware, devices and software to set up work stations for employees and students. |

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| 01/2019 to Current | Event Assistant Volunteer  Awesome Arts Organisation– Perth, WA   * Worked in children events, accomplishing all assigned tasks with efficiency and accuracy. * Provided exceptional customer service to all guests and escalated concerns where needed. * Performed post-event tasks such as breaking down areas, removing trash and cleaning facilities. * Responsible for planning and organizing sampling events by working hand-in-hand with retail store managers and leaders. * Created and maintained detailed database to develop promotional sales. * Performed diversified functions with minimal oversight, including inventory counting. * Answered customer questions regarding merchandise and pricing and as individual managed around 45 children per day. |

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| 08/2017 to 08/2019 | Customer Service Representative  Armadale Shopping City – Perth, WA   * Increased efficiency and team productivity by promoting adherence to operational best practices and company policies. * Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status. * Offered internal and external customers first-rate customer service to maximize satisfaction and business success. * Conferred with customers about concerns with products or services to resolve problems and drive sales. * Achieved and consistently exceeded revenue quota through product and service promotion during routine calls. |

**Education**

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| 03/2018 | Master of Commerce: Management Information Systems and Technology  Curtin University - Bentley, Perth |

**Certifications**

* Certification in ASP. Net
* Certification in Java, C##
* Certification in Oracle