HARMINDER SINGH NIJJAR

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SUMMARY

I'm passionate about technology and its potential to improve our lives. I am constantly exploring new ways to use technology to make our lives easier and more efficient. I am also passionate about helping others understand and use technology in their lives. I am patient and friendly and enjoy helping others to learn about and use technology.

PROFESSIONAL EXPERIENCE

Information Services Help Desk   **Aug 2022 - Present**

Columbia Basin College, Pasco, WA

- Acted as the first point of contact for staff and students seeking IT assistance.
- Troubleshoot hardware, software, and network issues.
- Logged and tracked IT requests using TeamDynamix.
- Escalated complex technical problems to senior IT staff.
- Provided staff and students with clear and concise instructions for resolving common IT problems.
- Maintained detailed documentation of all IT issues and resolutions.
- Monitored IT ticket queue and responded to requests promptly.

Software Developer   **Jan 2020 - Present**

Passivebot

- Responsible for creating and updating the company website using HTML, CSS, and WordPress Elementor platform.
- Used tools and guides to implement technical SEO to drive traffic to the website.
- Customized the themes as per requirements and added CSS code snippets to enhance the UI design.
- Strong Python experience.

Customer Service Specialist   **Apr 2017 – Aug 2019**

Amazon, Kennewick, WA

- Answered customers' questions over the phone.
- Investigated and resolved customer issues.
- Provided customer service support for Amazon products.
- Assisted customers with placing orders.
- Processed customer returns.
- Managed customer accounts.

Electronic Sales Associate   **Oct 2015 – Dec 2016**

Walmart, Othello, WA

- Maintained cleanliness throughout the electronics department.
- Helped customers find the products they needed.
- Answered questions about products.
- Kept shelves stocked with products.
- Priced products and kept track of inventory.
- Opened and closed the department.

ACADEMIC QUALIFICATION

Bachelor of Applied Science in Information Technology   **Jun 2022 - Dec 2024**

Columbia Basin College, Pasco, WA

Associate of Arts   **Jun 2015 - Oct 2018**

Columbia Basin College, Pasco, WA
GPA: 3.7

TECHNICAL SKILLS

- **Languages:** Java, Python, HTML, CSS
- **Technologies/Tools**: Android Studio, IntelliJ, GitHub, Eclipse.