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.

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.

TECHNICAL PROJECTS

Quora Automation
- Developed a Quora automation project that uses a large language model to post answers.   **Nov 2022**
- Integrated OpenAI's API into my project to take advantage of its machine-learning capabilities.
- Implemented Python automation to automatically populate fields in a web-based application
- Skills used: Python and Selenium

Passivebot Website
- Created a website for my personal startup, Passivebot.   **Jun 2022**
- Responsible for the design, coding, and implementation of the website.
- Created custom graphics for the website using Fiverr.
- Skills used: HTML, CSS, and JavaScript

Microsoft Rewards Automation
- Created a Microsoft Rewards automation project to complete tasks and earn points.
- Wrote Python scripts to automate various tasks.   **Dec 2021**
- Implemented a GUI using Qt Designer.
- Skills used: Python, Selenium, and Qt Designer.

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, JavaScript
- **Technologies/Tools**: Android Studio, IntelliJ, GitHub, Eclipse.