# 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.