

Prajwal Jamkattel

📍 Location: Sydney, Australia

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🌐 Portfolio:

Professional Summary

Motivated and tech-savvy IT Support professional with a Certificate IV in IT and currently pursuing a Bachelor's in Information Technology. Experienced in troubleshooting hardware/software issues, providing technical support, and ensuring smooth day-to-day IT operations. Adept at clear communication, problem-solving, and maintaining excellent user experience across devices and platforms.

Technical Skills

- Support & Troubleshooting: Windows/Mac OS, printers, email, software installations, networking
- Tools: Active Directory, Microsoft 365, Ticketing systems (e.g., Zendesk, Freshdesk)
- Networking: TCP/IP, DNS, DHCP, WLAN setup
- Other Skills: Frontend development (HTML, CSS, JS), React, basic backend (Node.js, PostgreSQL)
- Soft Skills: Communication, teamwork, time management, documentation

Education

- Certificate IV in Information Technology
(Hillshire International Institute)
- Diploma in Information Technology
(Hillshire International Institute)

Experience

Junior IT Support Intern

World link internet | Feb 2022 – Nov 2023

- Assisted users with hardware/software issues via phone, email, and in person
- Set up workstations, installed software, and managed user accounts
- Logged tickets and updated documentation for recurring issues
- Collaborated with senior technicians on system upgrades and patches

Freelance Tech Support & Web Developer

Remote | Jan 2025 – March 2025

- Provided basic tech support and troubleshooting for individuals/small businesses
- Built and maintained simple websites using HTML, CSS, JavaScript
- Helped optimize performance and ensure cross-browser compatibility

References

Available upon request.