

Priyanshu Kumar Dua

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EDUCATION

Seneca Polytechnic College, Toronto <i>Advanced Diploma in Computer Engineering Technology</i>	May 2022 – April 2024 Current GPA: 3.3/4.0
Ryan International School, Faridabad <i>Class 12 (CBSE Board PCM)</i>	2006 – 2021 Graduated with 91%

EXPERIENCE

Prep Cook <i>Blueblood Steakhouse, Toronto</i> <ul style="list-style-type: none">Expertly handle ingredient preparation, mastering techniques such as dicing, chopping, and slicing to uphold premium quality standards.Specialize in creating foundational stocks and executing blanching techniques.Support kitchen operations with agility, ensuring high-standard meal preparations.Uphold rigorous quality control measures for cleanliness and food safety standards.	June 2022 – August 2024
Intern, Technical Support <i>Dell Technologies, Remote (India)</i> <ul style="list-style-type: none">Assisted in troubleshooting and resolving software, hardware, and network-related issues for internal and external customers.Collaborated with senior technical support engineers to diagnose complex technical problems and provide effective solutions.Documented support requests, issue resolutions, and troubleshooting steps to maintain accurate technical records.Provided guidance to end-users on proper software usage and best practices for efficient system performance.Worked with cross-functional teams to escalate unresolved issues and ensure timely resolution of critical support tickets.	June 2023 – May 2024

PROJECTS

Portfolio Website <i>HTML, CSS, JavaScript</i> <ul style="list-style-type: none">Developed a personal portfolio website to showcase projects and skills, using HTML, CSS, JavaScript, and Google Fonts.Ensured responsiveness across devices and optimized the website for performance and SEO.Integrated animations and smooth scrolling to improve user experience.	[Website]
Computer Store Project <i>C</i> <ul style="list-style-type: none">Developed a desktop application to manage product inventory, process orders, and generate invoices.Designed a user-friendly interface using Windows Forms.Implemented object-oriented principles to maintain modular code.Integrated local storage to manage product details and transaction history.	[GitHub]
Shopping Client-Server Project <i>C</i> <ul style="list-style-type: none">Designed a client-server application for real-time product browsing and secure transactions.Implemented multithreaded client-side operations.	[GitHub]
Maze Solver Project <i>Python</i> <ul style="list-style-type: none">Developed a program to solve ASCII art mazes using DFS, featuring graphical solutions and error handling.	[GitHub]

SKILLS

Programming Languages: C/C++, C, Python
Technical Support Skills: Troubleshooting, Remote Support, Help Desk Operations, Ticketing Systems
Networking: DNS, DHCP, TCP/IP, Active Directory, Cisco Devices, Network Configuration
Tools: Microsoft Windows Server, Office 365, MFA, Network Security, VMware, Linux, Command-Line Interface (CLI)
Cloud Platforms: AWS, Google Cloud, Azure
Soft Skills: Leadership, Problem-Solving, Analytical Skills, Interpersonal and Communication Skills, Teamwork

CERTIFICATIONS

IBM IT Support Professional Certificate
Google Technical Support Fundamentals
Google IT Support Professional Certificate
AWS Cloud Support Associate Professional Certificate
Machine Learning with Python by IBM (Certificate Link)
CompTIA CertMaster Practice for A+ Core 2 (Exam 220-1102)
CCNav7: Switching, Routing, and Wireless Essentials (Cisco Networking Academy)