

VAIDIK PRAJAPATI

DESKTOP SUPPORT ENGINEER

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Vaidik Prajapati

vaidik-04

PROFILE : As a Desktop Support Intern at TOPS Technologies, I gained hands-on experience in hardware troubleshooting and OS management. I take pride in building strong relationships and finding efficient solutions to complex technical challenges. With a solid understanding of network management and a dedication to client support, I've helped improve user satisfaction, and ensure smooth IT operations.

EDUCATION

N.M Shah Arts & Commerce Collage
Bachelor of Commerce, May 2024

TOPS Technologies
Computer Hardware, Networking and Cybersecurity

EXPERIENCE

Desktop support intern

TOPS Technologies | Ahmedabad, India | 2024

Answered user inquiries to resolve computer software or hardware operation problems.

Troubleshoot network connectivity issues for wired and wireless connections.

TECHNICAL SKILLS

- Assemble and configure computer hardware and peripherals
- Operating System Installation and Management
- Software Installation Proficiency
- Experienced in Microsoft Office 2007,2010, and 2013 applications
- Configure networking devices
- LAN/WAN Network Management
- Hardware Troubleshooting Expertise
- Troubleshooting operating system problems

LANGUAGE

Gujarati

English

Fluent

Hindi

Intermediate

SOFT SKILLS

- Problem-solving skills
- Strong Relationship Building
- Communication Skills
- Effective Time Allocation
- Dedicated Work Ethic
- Emotional intelligence
- Team Collaboration