

# Honey Kumar

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## SUMMARY

Experienced IT Technician with 2 years of experience in providing technical support to a wide range of users. Knowledgeable in all aspects of troubleshooting and maintenance of computers, networks, and software. Expertise in setting up and managing Java Coaching Centre's IT infrastructure.

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## EXPERIENCE

### IT Technician

Java Coaching Centre, Mahilpur

June 2019 – July 2021, Punjab, India

- Responsible for installing, maintaining, and repairing hardware & software components of the organization's computers remotely and on-site.
- Trained and managed a team of two associates.
- Created and conducted various training materials and training sessions for implementation at the workplace regarding Hardware and software implementation, maintenance, and troubleshooting.
- Conducted seminars and group discussions with students to create awareness about keeping devices safe while being online and how to prevent any trouble and decrease the chances of being hacked or online fraud.

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## EDUCATION

### Bachelor of Technology in ECE

Minor in Electronics & Communication • Lovely Professional University • Phagwara • 2021

### Diploma in Engineering

Minor in ECE • Ramgarhia Polytechnic College • Phagwara • 2015

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## SKILLS

Desktop Troubleshooting

Hardware & Software Troubleshooting

OS installation

Research and Organization

Team management

Training

Programming Basics

Technical support ( Remote & On-site)

Consumer Electronics