

Isha

437-986-9089 | ishat414@gmail.com |

Mississauga, ON

Education

Diploma in Computer System Technician – Software Support

Mohawk College, Mississauga | Sep 2022- April 2024

Professional Summary

Motivated IT graduate and Computer Systems Technician with hands-on experience in hardware, software, and network troubleshooting. Seeking an IT Help Desk Internship to get technical knowledge, enhance IT support skills, and contribute to end-user satisfaction in a collaborative environment.

TECHNICAL SKILLS

- **Operating Systems:** Windows, MacOS
- **Software:** Microsoft 365 (Word, Excel, Outlook, Teams), Basic Adobe Suite
- **Networking:** LAN/WAN fundamentals, TCP/IP, troubleshooting connectivity issues
- **Hardware:** Desktops, laptops, mobile devices, printers, peripheral setup
- **Tools & Processes:** Ticketing systems, asset tracking, documentation, preventive maintenance

PROJECTS

- **IT Lab Setup Project:** Configured and deployed lab computers, installed software updates, and resolved technical issues.
- **End-User Training Support:** Guided peers on software usage, IT best practices, and troubleshooting techniques.

Work Experience

Machine Operator

ABC technologies, Etobicoke | Aug 2024 - Present

- Followed technical procedures and identified operational issues
- Maintained accuracy and problem-solving in a fast-paced environment

Customer Service Associate / Cashier | Oct 2022- Mar2023

- Processed high-volume transactions accurately using computerized systems
- Maintained records and ensured data accuracy and integrity
- Resolved customer issues efficiently in a fast-paced environment
- Demonstrated attention to detail, teamwork, and communication skills

CORE COMPETENCIES

- Strong communication and customer service orientation
- Detail-oriented, organized, and proactive
- Quick learner with ability to follow instructions
- Collaborative team player

ADDITIONAL INFORMATION

- Available full-time, Monday to Friday (and flexible if required)
 - Legally eligible to work in Canada
 - Enthusiastic about learning and contributing to IT support initiatives
-