

PARMAR CHANDRESH

Ahmedabad, Gujarat | 9081214531 | paramarchandrarash@gmail.com

Enthusiastic Computer Science graduate with knowledge of IT systems and cybersecurity fundamentals, eager to begin a career in Business Development within the IT sector and contribute to organizational growth.

AREA OF EXPERTISE

Computer fundamentals	Ms word & Excel	Troubleshooting
Software & os installation	Basic It Helpdesk	Networking support

KEY ACHIEVEMENTS

- **Operation Support.** Provided on-site technical support and maintained proper service reports as per organizational process.
- **System Reliability.** Successfully performed ATM preventive maintenance and hardware troubleshooting, helping reduce machine downtime and improve service availability.
- **Technical Problem Solving.** Technical Problem Solving. Provided effective troubleshooting support for software and hardware-related issues, ensuring smooth daily operations.

PROFESSIONAL EXPERIENCE

Technical Support Associate | Ncr Corporation Ltd

March 2025 - August 2025

- Assisted senior engineers in troubleshooting system and application issues.
- Supported system installation, updates, and routine maintenance activities.
- Maintained accurate documentation and services records using MS Office tools.
- Assisted in operating system installation, software setup, and basic configuration tasks.
- Maintained service documentation and reports to ensure process transparency.
- Provided technical support for hardware and software-related issues across systems.
- Coordinated with team members to resolve user issues within defined timelines.

EDUCATION

Bachelor of Science (B.Sc) - Computer Science

2021 - 2025

Gujarat University , Ahmedabad

- Core subjects: Programming, DBMS, Networking, Operating Systems
- Developed foundational knowledge in IT systems and computer applications.
- Completed academic projects related to computer applications and system fundamentals.

ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Gujarati.
- **Certifications:** Ethical Hacking - Internshala.
- **Tools Familiarity:** Basic knowledge of Burp Suite, Kali Linux, and Web Security Concepts.