

PREET VACHHANI

IT Support / Technical Support Engineer

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📄 Visit Visa



ABOUT ME

Entry-level IT Support / Desktop Support Engineer with hands-on experience in troubleshooting Windows systems, user access issues, basic networking (TCP/IP, DNS, DHCP), and application support. Familiar with Active Directory concepts, software installation, Wi-Fi and LAN issues, and end-user support. Strong communication skills and available for immediate joining in Dubai.

EXPERIENCE

IT Support & Application Support, CodeByte 05/2024 – 05/2025

- Resolved user login, access, and configuration issues for internal applications
- Supported Windows-based systems, software installations, and basic hardware troubleshooting
- Assisted with user account management and authentication-related issues
- Coordinated with developers and senior engineers for issue escalation
- Documented common IT issues and solutions to reduce repeat tickets

EDUCATION

Bachelor of Computer Applications (BCA), Uka Tarsadia University 2022 – 2025

- Studied core concepts of computer science, programming, and software development
- Gained hands-on experience with web technologies and database management
- Developed academic projects using Java, HTML, CSS, JavaScript, and SQL

Projects

Windows Desktop Support & Networking Home Lab

- Set up a Windows desktop support lab to simulate real IT support scenarios
- Performed OS installation, user creation, network configuration, and issue troubleshooting
- Practiced real-world IT support cases like login failure, network issues, and software errors

SKILLS

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|-------------------------------------|---|---------------------------------------|
| • Windows 10 / 11 Troubleshooting | • Software Installation & Configuration | • Basic Networking: TCP/IP, DNS, DHCP |
| • LAN / WAN & Wi-Fi Troubleshooting | • Router & Switch Basics | • User Account & Access Support |

LANGUAGE

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| • English | • Gujarati | • Hindi |
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