

Ramphal Harrilal

Technical Support Specialist | Help Desk | Remote Support

Remote (US & Trinidad & Tobago) • (281) 949-8261 • Harrilal20@gmail.com

PROFESSIONAL SUMMARY

Technical Support Specialist with experience resolving hardware, software, and network issues in remote environments. Proven ability to manage high-volume support, troubleshoot systems, and deliver strong customer experiences. Background includes IT support, WordPress administration, payment systems, and fintech-related support. Completed Google IT Support Professional Certificate and pursuing a Computer Science degree.

CORE SKILLS

Technical Troubleshooting • Remote Support • Help Desk • Microsoft 365 • Google Workspace • Networking (IP, DNS) • Windows OS • Ticketing Systems • CRM Tools

PROFESSIONAL EXPERIENCE

Credit Glory — Remote Client Support Specialist (Dec 2025 – Present)

- Troubleshoot client account, platform, and access issues in high-volume environment
- Support credit-related systems and assist with disputes, reports, and verification workflows
- Maintain strong communication and resolve issues efficiently

Humble ISD — IT Support Technician Associate (Jan 2025 – Oct 2025)

- Resolved 40+ daily IT issues across hardware, software, and network systems
- Supported Windows OS, Microsoft 365, Google Workspace, DNS, and connectivity issues
- Managed tickets and ensured fast resolution

Kenswick Meadows — Website Administrator (WordPress) (Dec 2022 – Present)

- Managed WordPress site, plugins, and integrations
- Configured and troubleshoot PayPal payment systems
- Resolved user issues and improved functionality

Dreamhouse Furniture — Digital Support & Ads Specialist (Jun 2014 – Nov 2022)

- Managed website issues and supported customers with online services
- Ran digital campaigns across Facebook, TikTok, and Google

EDUCATION & CERTIFICATIONS

Bachelor of Science in Computer Science (In Progress) — GPA: 3.8

Google IT Support Professional Certificate — Completed Apr 2026

- Covers troubleshooting, networking, system administration, and IT security

Accenture / Coursera — Understanding Technology and Data (Completed Jul 2025)

Sophia Learning Coursework (15 Credits Completed)

- Introduction to Information Technology (93%)
- Introduction to Business (99%)
- Introduction to Ethics (96%)
- College Readiness (96%)
- Introduction to Nutrition (94%)