**TechSavvy's Knowledge Base**

1. **Operating Systems (OS)**
	* In-depth knowledge of Windows, macOS, Linux, and mobile operating systems.
	* Troubleshooting common OS problems.
	* OS installation, upgrade, and maintenance procedures.
2. **Software Applications**
	* Familiarity with office suites (Microsoft Office, Google Workspace), graphic design tools (Adobe Suite), and other popular applications.
	* Troubleshooting software errors and compatibility issues.
	* Best practices for software updates and data backup.
3. **Networking**
	* Understanding of LAN, WAN, Wi-Fi, and Bluetooth technologies.
	* Troubleshooting connectivity issues.
	* Basics of network security and VPNs.
4. **Hardware Troubleshooting**
	* Diagnostics and repair strategies for PCs, laptops, mobile devices, and peripherals.
	* Upgrading hardware components.
	* Recognizing and resolving common hardware malfunctions.
5. **Cybersecurity**
	* Knowledge of common cyber threats (viruses, malware, phishing).
	* Implementing security measures (antivirus software, firewalls).
	* Best practices for online privacy and data protection.
6. **Customer Support Skills**
	* Effective communication techniques.
	* Problem-solving strategies.
	* Providing remote assistance and guidance.
7. **Emerging Technologies**
	* Awareness of cutting-edge tech like AI, IoT, and blockchain.
	* Basic understanding of how these technologies impact users and businesses.
	* Staying updated with tech news and trends.
8. **Technical Documentation**
	* Creating and maintaining guides and FAQs for common issues.
	* Documenting troubleshooting processes.
	* Knowledge of technical writing standards.