**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.