

ANAND ANILKUMAR NAIR

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IT Support and Cybersecurity Specialist with 4+ years of experience in incident management, network support, and software development. Developed Click4IT, reducing IT request resolution time by 40%. Built an AI-powered phishing detection Chrome extension to enhance cybersecurity.

PROJECTS

- Click4IT – Internal IT Portal
 - Technologies used: React.js, Firebase, OpenAI API
 - Built for Click2View employees to manage IT assets, HR, subscriptions, and internal support with an AI-powered assistant.
- AI-Powered Portfolio – itsmeanand.com
 - Technologies used: Next.js (TS, Tailwind), Supabase, Gemini AI, RAG
 - Personal website with a smart assistant that answers questions based on portfolio data. Includes full admin panel and vector search integration.
- Autonomous Blog – blog.itsmeanand.com
 - Technologies used: Next.js, Supabase, Gemini AI, Automation
 - Fully AI-driven blog that auto-generates and publishes tech articles twice daily using automated pipelines (topic > research > content > image > publish).
- Phishing Detection Extension
 - Technologies used: Node.js, ML, Chrome API, Firebase
 - Trained ML model to detect phishing URLs in real-time via a Chrome extension with dynamic alerts and logging.
- Workflow & Remote Ops Tools
 - Technologies used: React.js, ASP.NET MVC, PowerShell, SSMS
 - Developed tools for license/chop approval workflows and remote app installs/commands across devices.
- Other Projects
 - Canva-like design tool (React, Firebase) with user publishing - [Design Tool App \(React + Firebase\)](#) and Personal couples chat app (Flutter, Firebase)

EXPERIENCE

- **IT & Technical Support Specialist** - Click2View - Jun 2023 - Aug 2024

- Developed the Click4IT internal portal using React.js and Firebase, streamlining IT asset management, equipment booking, and integrating a custom ChatGPT-powered assistant for internal support.
 - Defined and enforced cybersecurity policies to safeguard IT infrastructure and sensitive data.
 - Managed cloud storage, access controls, and digital records to ensure secure and compliant information handling.
 - Delivered remote and on-site IT support, proactively resolving incidents and minimizing downtime.
 - Handled employee onboarding/offboarding processes, configuring IT tools and access permissions.
 - Administered the password management system and secured digital attestations, reducing audit issues by 20%.
- **IT Field Service Technologist** - Micron Technology - Jul 2022 - Jan 2023
 - Configured software, devices, and hardware to establish employee workstations.
 - Resolved network issues impacting connectivity to user devices, manufacturing tools and other fab equipment.
 - Automated solutions using PowerShell scripting.
 - Received a rating of 4 (Above Expectations) for performance.
 - **IT Support Technologist** - Micron Technology - Jun 2020 - Jun 2022
 - Worked with customers to understand needs and provide excellent service within specific timeframes.
 - Gained knowledge in using Servicenow and BMC Remedy.
 - Participated in continuous improvement by creating web applications to automate many solutions using ASP.net, JavaScript, Powershell and SQL.
 - Received rating 4 (Above Expectations) and got promoted to Shift Lead within the first year.
 - **Front-end Developer (Intern)** - SwiftX Solutions - Jul 2019 - Feb 2020
 - Collaborated on tasks adhering to Scrum framework principles.
 - Used React, Vue, SQL, and HTML to develop app solutions.
 - Resolved technical issues through debugging processes.
 - Designed and developed maintainable software solutions tailored to align with business goals.
 - Worked closely with UX and UI Designers to implement their visual designs into functional code.

EDUCATION

- Bachelor of Science (Hons) Cybersecurity and Networks - Teesside University - Aug 2023 - Sep 2024

- Major Project: Developed Phishing Detection Chrome Extension using AI to identify malicious URLs and enhance online security.
- Diploma in Information Technology - Temasek Polytechnic - April 2017 - May 2020

SKILLS

Full Stack Development

- JavaScript, TypeScript
- React.js, Next.js
- Node.js, Firebase, Supabase
- SQL, REST APIs

IT & App Support

- Incident management
- Application support
- Remote desktop support

AI & Automation

- OpenAI/Gemini APIs
- AI Chatbot Development
- PowerShell Automation
- Content Gen Pipelines
- Python Basics for Scripting

Systems & Networking

- Basic Network Configuration and Troubleshooting
- Basic Networking (TCP/IP, DNS)
- Windows/Linux Admin
- MDM & Asset Management

CERTIFICATIONS

- University of Toronto - Learn to Program: The Fundamentals (Python) | Coursera | 2023
- Google Certificate - Technical Support Fundamentals | Coursera | 2023

ADDITIONAL INFORMATION

Languages: English, Malayalam, Tamil, Hindi | **Interests:** Music Production, Badminton, Travel