

# 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
  - Built internal IT portal (React, Firebase) managing assets, HR, subscriptions, support requests via an AI assistant, reducing resolution time by 40%.
- AI-Powered Portfolio – [itsmeanand.com](https://itsmeanand.com)
  - Developed personal portfolio site (Next.js, Supabase) with a Gemini AI RAG assistant to answer questions based on site data.
- Autonomous Blog – [blog.itsmeanand.com](https://blog.itsmeanand.com)
  - Created an AI-driven blog (Next.js, Gemini AI) that automatically generates and publishes tech articles daily..
- Phishing Detection Extension
  - Developed an ML-based Chrome extension (Node.js) for real-time phishing URL detection with alerts for Major Project.
- Workflow & Remote Ops Tools
  - Created workflow tools (React, ASP.NET, PowerShell) for license approvals and remote application management.
- 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/enforced cybersecurity policies, managed cloud storage/access controls, and handled IT aspects of employee onboarding/offboarding for secure operations.

- 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
- Diploma in Information Technology - Temasek Polytechnic - April 2017 - May 2020

## SKILLS

### Full Stack Development

- JavaScript, TypeScript

### IT & App Support

- Incident management

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

- 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