

Akshay Santhosh

IT SUPPORT SPECIALIST

CONTACT

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SKILLS

- Desktop support
- Technical Troubleshooting
- Customer service
- Operating Systems
- Software Installation
- Analytical Skills
- Attention to Detail
- Problem Solving
- Hardware Configuration
- Application Support
- MS office skills
- Front-end programming: HTML5, CSS3, PHP, JavaScript
- Web development

PROFESSIONAL SUMMARY

Highly skilled at diagnosing and resolving technical issues, supporting efficient system operations, and ensuring optimal performance of hardware and software. Methodical and results-oriented, leveraging strong work ethic to complete tasks quickly with minimal errors while maintaining high standards of accuracy and order. Proven track record of resolving complex technical issues quickly and efficiently, while providing excellent customer service. Skilled in troubleshooting hardware and software issues, system maintenance. Skilled in HTML, CSS, JavaScript, and modern frontend frameworks, delivering clean, maintainable code.

EXPERIENCE

October 2023 - November 2024

Technical Support Analyst

FIDELITY SURVEYORS, Kerala

- Delivered support for internet service and connectivity-related issues pertaining to operating system, PC, and browser configuration.
- Evaluated existing IT infrastructure against industry best practices in order to recommend improvements where needed
- Performed proactive maintenance activities on Internal systems such as patch management and antivirus updates.
- Troubleshoot issues on device-specific problems, network performance, and internet connectivity
- Identified root cause of complex technical issues by conducting detailed analysis and research.
- Identified and solved technical issues with variety of diagnostic tools.
- Maintained detailed records of employee interactions and transactions with accurate documentation.
- Diagnosed hardware and software problems, performed troubleshooting steps to resolve issues.

May 2023 - September 2023

Technical Support Representative (Call Center) Flamingo Solutions, Kochi, Kerala

- Diagnosed and resolved complex technical issues for customers in a timely manner.

- Provided technical support for hardware and software issues, troubleshooting network connectivity problems, installing and configuring computer systems, resolving system malfunctions.
- Utilized remote desktop tools to provide assistance with basic troubleshooting techniques.
- Provided end-user support services through helpdesk ticketing system as well as providing onsite assistance when necessary.
- Resolved customer inquiries regarding software installation or product features via telephone or email.
- Troubleshot issues on device-specific problems, network performance, and internet connectivity.

November 2022 - April 2023

Web Developer Intern

L C C Solutions, Kochi, Kerala

- Developed and maintained web applications using HTML, CSS, Javascript & PHP.
- Built responsive websites utilizing best practices in UI and UX design principles.
- Designed webpages in accordance with company's products and services.
- Assisted in creation of database structures in phpMyAdmin to aid developer team's progress on new pages.
- Absorbed techniques from experienced developers to apply towards daily technical tasks.
- Resolved technical issues arising from production deployments quickly and efficiently.
- Developed and maintained databases, and web applications using HTML, CSS, JavaScript, PHP, and MySQL.
- Integrated third party modules within existing software solutions written in the python language according to customer requirements.

EDUCATION

Expected graduation April 2026

Advance Diploma in Game Programming Candidate

Centennial College, Scarborough

April 2023

Bachelors in Computer Science

M.G UNIVERSITY

PROJECTS

- Dine in Jupiter (A Prototype Web-based Food Ordering Platform)
- Traffic Sign Recognition Using CNN
- Ware House Wreckage in Unreal 5.4
- Obstacles Assault in Unreal 5.5

REFERENCES

References available upon request

CERTIFICATIONS

- Unreal Engine 5 - C++ Developer Certification (In Progress)