HARIHARAN G - IT & OPERATIONS EXECUTIVE

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PORTFOLIO LINK : https://portfolio-v3-60037200106.development.catalystserverless.in/app/

CAREER SUMMARY

Technical support engineer with extensive experience, having successfully diagnosed and fixed complicated technical problems in a variety of IT environments. proficient in using industry-standard tools and procedures to effectively manage hardware, software, and network infrastructure incidents.

SKILLS AND STRENGTHS

- Operating Systems: Linux, Windows, Macintosh OS, Android & IOS
- Languages: HTML5, CSS3, JavaScript(ES6+).
- Front-End Frameworks: React Library.
- Build Tools: Metro Bundler , Babel.
- Third party Tools used: Redux, Saga,Thunk, React-redux, Middleware, stack Navigation, Native Navigation.
- Scripting Language: JAVASCRIPT, Python, PHP & MYSQL ,FIREBASE , MongoDB, SSH.

PROFESSIONAL ACCOMPLISHMENTS

- Provided first-line support for 4,500 end users as part of a 20-member team, resolving hardware, software, and network issues with a 92% first-call resolution rate.

- Diagnosed and resolved OS, application, and IT infrastructure issues, contributing to a team-wide reduction in average incident resolution time by 25%.
- Collaborated in the configuration and maintenance of systems and networks, ensuring seamless operations across 1,000+ devices organization-wide.
- Managed and prioritized an average of 25-30 support tickets weekly per team member, maintaining a 96% Service Level Agreement compliance rate.
- Escalated complex issues to higher-level support teams, reducing downtime for mission-critical systems by 15%.
- Enforced IT security policies and procedures, enhancing data protection and reducing security incidents by 10% organization-wide.
- Supported remote work setups for 500+ employees, configuring VPNs and remote desktop access to maintain business continuity.
- Assisted with the installation and configuration of network devices, including routers, switches, and firewalls, resulting in improved network security and reliability.
- Used diagnostic tools (e.g., ping, trace-route, SSH) to identify and troubleshoot network issues, achieving a team-wide 99.5% network uptime rate.

WORK HISTORY

- Tata Consultancy Services, Chennai, Tamilnadu, Programmer, (05/2022) - (08/2023)
- Solvecorp, Chennai, Tamilnadu, IT & Operations Executive, (03/2025) - (Present)

EDUCATION

- Sri Muthukumaran Institute of Technology Affiliated to Anna University - MCA – 7.71% - 2022
- Vel's Institute of Science Technology and Advanced Studies(VISTAS) - BCA - 6.19 % - 2020

CERTIFICATIONS

- REACT-NATIVE Framework From Fita Academy - 2023
- BEST-PERFORMER AWARD From Tata Consultancy Services - 2023
- HTML & CSS, JAVASCRIPT, PHP & MYSQL, PYTHON MPC, FACE RECOGNITION APPLICATION AI-FOR-INDIA(PARTICIPATION) From Guvi Institute.

HOBBIES – Gardening, Music, Video Games, Sports, Hiking, Baking