Hariharan G

IT Support Engineer – Digital Infrastructure Services — L1 Network Support Specialist

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Professional Summary

Results-driven **IT Support Engineer** with 1.4 years of experience in **Digital Infrastructure Services** and **L1 Network Support**. Proven expertise in **incident management**, **service desk operations**, **IT asset management**, and the **ITIL framework**. Skilled in LAN/WAN configuration, VPN, VLANs, Active Directory, and enterprise cloud platforms (**Microsoft 365 Administration, Azure Administration**). Adept at root cause analysis, SLA compliance, problem management, and delivering secure, scalable IT solutions.

Key Achievements

- Achieved a **92% first-call resolution rate** for over 4,500 incidents.
- Reduced average incident resolution time by **25%** through workflow optimization and automation.
- Received the **Best Performer Award** for excellence in service desk and infrastructure operations.

Technical Skills

Operating Systems: Linux, Windows, macOS, Android, iOS
Networking: VLANs, VPN, LAN/WAN, Port Security, Routers, Switches, Firewalls, DNS, DHCP, TCP/IP, Network Monitoring Tools
Cloud & IT Services: Microsoft 365 Administration, Azure Administration, Endpoint Management, Virtualization, IT Asset Management
Programming: JavaScript (ES6+), TypeScript, Python, PHP, MySQL, Firebase, MongoDB, HTML5, CSS3
Frameworks: React, Redux, Redux-Saga, Redux-Thunk, React Navigation
Tools: Metro Bundler, Babel, Git, SSH, REST APIs, Jira, ServiceNow, ITIL Processes
Other: Technical Documentation, Cybersecurity Best Practices, Incident Escalation, Problem Management

Projects

React Native Portfolio Website – Developed a responsive portfolio using React, Redux, and REST APIs to showcase UI/UX design and dynamic data integration. View Project

Professional Experience

Programmer / IT Support Engineer – Digital Infrastructure Services (L1 Network Support)
Tata Consultancy Services, Chennai May 2022 – Aug 2023

- Delivered **digital infrastructure support** for a dedicated branch, resolving incidents for routers, switches, and firewalls within SLA targets.
- Utilized **SSH commands** for remote troubleshooting and configuration of Linux-based network devices.
- Managed **4,500+ service requests** via ServiceNow, achieving a **92% first-call resolution rate**.
- Configured and maintained VLANs, DNS, DHCP, and VPN for **500+ remote employees**.
- Performed LAN/WAN configuration, implemented port security, and monitored infrastructure with **network monitoring tools**.
- Administered **Active Directory** user accounts, group policies, and access controls.
- Conducted root cause analysis for recurring incidents and developed SOPs to prevent reoccurrence.
- Performed preventive maintenance to ensure **99.5% uptime**.

Education

MCA – Sri Muthukumaran Institute of Technology, Anna University   2022
CGPA: 7.71/10
BCA – Vel's Institute of Science, Technology and Advanced Studies (VISTAS)   2020
CGPA: 6.19/10

Certifications

- React Native Framework – Fita Academy (2023)
- Best Performer Award – Tata Consultancy Services (2023)
- HTML, CSS, JavaScript, PHP & MySQL, Python MPC – Guvi Institute
- Face Recognition Application – Guvi Institute (AI-For-India)

Interests

Open-source Development, Cloud Computing, Network Troubleshooting, Competitive Coding