

Vijeesh Kakkadan

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SUMMARY

Motivated IT graduate with a solid foundation in system support, troubleshooting, and customer service. Experienced in incident reporting and frontline support through customer-facing roles and academic work. Knowledgeable in computer networking and keen to build a career in IT and business systems support. Fast learner, adaptable, and eager to develop practical skills in a dynamic, fast paced environment.

KEY SKILLS

- Linux (Ubuntu), Windows Server basics
- Networking: TCP/IP, DHCP, DNS, VLANs, routing fundamentals
- Introductory Docker and virtualisation knowledge
- AWS fundamentals (S3, Athena)
- Hardware: PC assembly, basic diagnostics, IoT/embedded systems
- Tools: Git, Wireshark, Packet Tracer
- Strong communication, customer service, and problem solving skills

EDUCATION

- **Master of Science: Computer Networks and System Security** | University of Hertfordshire, UK | Sep 2022 - Oct 2024
- **Master of Technology in VLSI and Embedded Systems** | APJ Abdul Kalam Technological University | Aug 2019 – Aug 2021 (Discontinued)
- **Bachelor of Technology: Electronics and Communication Engineering** | University of Calicut, India | Jun 2015 - Jun 2018
- **Diploma in Engineering: Electronics Engineering** | Government Polytechnic College, India | Jun 2012 - Jun 2015

WORK EXPERIENCE

Team Leader, KFC Pitsea, UK | Nov 2022 – Present

- Support staff by troubleshooting simple POS/kiosk issues
- Serve customers, resolve enquiries, and handle complaints professionally
- Log incidents using PRIME reporting system
- Perform safety checks and coordinate shift tasks
- Build strong communication and problem-solving skills in a fast-paced setting

TECH PROJECTS (ACADEMIC & SELF-LEARNING)

- **Ubuntu Server Labs:** User management, services, DNS basics, SSH configuration
- **Windows Server Practice:** Basic roles, AD concepts, group policy fundamentals
- **Docker Practice:** Running simple containers and understanding images
- **IoT Weather Monitoring System:** ESP8266, cloud logging
- **FPGA Hamming & Reed–Solomon Codes:** Verilog implementation and testing

CERTIFICATIONS

- System Administration and IT Infrastructure Services - Google
- Technical Support Fundamentals - Google
- AI Essentials - Google
- AWS Certified Cloud Practitioner (CLF-C02) Cert Prep - LinkedIn
- C Programming - IIT Bombay (Remote Training)
- Linux & Networking self-learning
- Currently preparing for CCNA

OTHER INFORMATION

- Passion for Linux, networking, servers, and datacentre technology
- Eager to gain practical experience and learn from experienced technicians
- Willing to relocate
- Visa status - Graduate Immigration Route visa valid till February 2027