

Sheik Bhadhusa Haarish S

Technical Support Engineer | MDM & AV Specialist | Certified Ethical Hacker

☎ +91 97914 45627 | ✉ Heartyhaarish@gmail.com

📍 Madurai, Tamil Nadu, India

Professional Summary

Enthusiastic and technically skilled IT Support Engineer with experience in Mobile Device Management (SureMDM, SOTI, UrMobo), Antivirus solutions (Kaspersky), and remote support tools like AnyDesk. Strong background in troubleshooting, endpoint security, and user support across Android, iOS, Windows, and Linux environments. Certified in CEH, CCNA, and MCSE. Passionate about delivering secure, efficient, and user-focused IT solutions.

Technical Skills

- MDM Platforms: SureMDM, SOTI MobiControl, UrMobo
- AV & Security Tools: Kaspersky Endpoint, BitLocker, Nmap, Nessus, Wireshark, Burp Suite
- Remote Tools: AnyDesk, RDP
- Networking: TCP/IP, OSPF, RIP, EIGRP, BGP
- Operating Systems: Windows XP/10/11, Linux
- Firewalls: SonicWall, Cisco ASA 5500
- Database/Tools: SQL Server, MySQL, Microsoft Office, Packet Tracer
- Protocols: HTTP, HTTPS, SMTP, ICMP, UDP

Professional Experience

Technical Support Engineer – MDM & AV Support
ECAPS Computers Pvt. Ltd., Coimbatore | Dec 2024 – Present

- Delivered technical support for MDM platforms including SureMDM, SOTI MobiControl, and UrMobo across Android, iOS, Windows, and Linux systems.
- Resolved issues related to Kaspersky Endpoint Security deployment, license activation, and communication between agents and servers.
- Supported users remotely using AnyDesk and RDP, resolving policy errors, encryption (BitLocker), and OS-level troubleshooting.
- Managed IT support tickets end-to-end in internal ticketing systems, ensuring timely resolution and documentation.
- Configured and monitored firewall settings using SonicWall; assisted in basic network security diagnostics and traffic policies.
- Participated in product demos, client onboarding, and cross-platform troubleshooting for mobile and desktop environments.

Education

B.Sc in Forensic Science – Mary Matha College of Arts and Science | 2020–2023 | 75%

HSC – Sindhu Matric Hr Sec School | 2019–2020 | 74.5%

SSLC – Sindhu Matric Hr Sec School | 2017–2018 | 97.8%

Certifications

- Certified Ethical Hacker (CEH) – Prompt Infotech, 2024
- MCSE – Microsoft Certified Solutions Expert – Prompt Infotech, 2024
- CCNA – Routing & Switching – Prompt Infotech, 2024
- A+ (Computer Hardware) – Prompt Infotech, 2024
- N+ (Networking) – Prompt Infotech, 2024
- Linux Fundamentals – Prompt Infotech, 2024

Domain Knowledge

Networking • Server Administration • Linux • Cybersecurity • Endpoint Protection • AV Handling • MDM Deployment

Personal Details

- Date of Birth: 25 Jan 2003
- Languages Known: English, Tamil
- Marital Status: Married