Hariprasath Venkatesan

Master's Graduate | Exploring New Cultures in the UK | Open to New Opportunities

Personal details

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Skills

Binary

Linux

trouble

Retail

Customer Support

Sales

Customer Service

Support Services

Training and Development (HR)

Attention to Detail

SQL

Data Entry

Troubleshooting

Profile

I graduated last year with a degree in Big Data Analytics from Birmingham City University. Since then, I've been working part-time as event staff to support my exploration of the UK, which has enriched my adaptability and interpersonal skills.

In addition to my experience, I am currently enhancing my skill set through an online course in IT Support. This course is broadening my technical expertise and equipping me with knowledge in troubleshooting, systems management, and customer support.

My academic background in data analytics has equipped me with strong analytical and problem-solving skills. I am eager to transition back into a data-focused role where I can leverage my skills and new IT support knowledge to drive impactful solutions.

I'm open to connecting with professionals in the industry and exploring opportunities where I can apply my diverse skills and experiences.

Education

Master's degree, Big Data Analytics   **Jan 2022 - Jan 2023**
Birmingham City University, Birmingham
In order to find market trends, insights, and patterns that might aid businesses in making better business decisions, big data analytics is the process of gathering, reviewing, and analyzing enormous amounts of data.

Bachelor of Computer applications   **Jan 2017 - Dec 2020**
SRM IST Chennai, Chennia
The Bachelor of Computer Applications, or BCA for short, is a three-year program. Various theory and practical learning topics, including networking, C++, computer basics, data structures, multimedia systems, etc., are covered throughout the course of the six semesters.

Employment

Event Staff   **May 2023**
Off to Work, Birmingham, England, United Kingdom

Order Picker   **Feb 2023 - Mar 2023**
G Decor, Birmingham, England, United Kingdom

Event Staff   **Jul 2022 - Jan 2023**
MINT HOSPITALITY LIMITED, Birmingham, England, United Kingdom

Warehouse Operative   **Apr 2022 - Jan 2023**
Evri, United Kingdom

Retail Sales Manager   **Jul 2020 - Jan 2022**
Shree Venkateshwar Hardware, Chennai, Tamil Nadu, India
I have extensive experience running our family business, where I established dealership partnerships with renowned international brands such as Asian Paints, Nippon Paints, Ashirvad by Aliaxis (Pipes and Plumbing), and Parryware. This role involved business development, operations, and managing key relationships,

Windows

Office 365

Data Analytics

Microsoft Products

Technical Support

Research

Analytical Skills

Operating Systems

IT Operations

Help Desk Support

Critical Thinking

C (Programming Language)

Time Management

Problem Solving

Teamwork

Big Data Analytics

Microsoft Excel

Leadership

Tamil

English

Communication

Languages

Tamil   ●●●●●

English   ●●●●●

Hobbies

■ Photography

■ Editing

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which strengthened my skills in these areas.

During the COVID-19 pandemic, I continued contributing to the family business, navigating new challenges and ensuring smooth operations.

Courses

Google IT Support Professional   **Present**

Learn to perform day-to-day IT support tasks including computer assembly, wireless networking, installing programs, and customer service Learn how to provide end-to-end customer support, ranging from identifying problems to troubleshooting and debugging Learn to use systems including Linux, Domain Name Systems, Command-Line Interface, and Binary Code

Certificates

Technical Support Fundamentals   **Aug 2024**

Internships

DevOps Intern   **Oct 2020 - Aug 2021**

Xenstack, Chennai

* Worked on front-end website development using WordPress and other editing software
* Conducted testing and review of website design for responsiveness, clarify and effectiveness.
* Conducted functional testing over course of web development Life cycle
* Assisted web presence planning,Implementing changes and integrate business operations.