BALAMURUGAN H

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PROFILE

Proactive and detail-oriented IT Support Specialist and Web Developer with over 3 years of combined experience in IT support and full-stack web development. Skilled in troubleshooting hardware, software, and network issues as well as building responsive web applications using Angular and Node.js. Adept at managing Windows Server environments, Active Directory, and delivering efficient web solutions to improve business operations.

WORK EXPERIENCE

IT Support Executive
IFluids Engineering | July 2022 – Present

- Provide technical assistance to end-users by diagnosing and troubleshooting hardware, software, and network issues.
- Install, configure, and maintain computer systems, peripherals, and applications.
- Manage and administer Active Directory (AD) — user creation, password resets, group membership, and access permissions.
- Support Windows Server 2016/2019 environments, including file sharing, DNS, and DHCP configuration.
- Perform routine maintenance, system updates, antivirus management, and security patch deployment.
- Configure and support VPN and firewall policies for secure remote connectivity.
- Maintain IT asset inventory and coordinate hardware repairs and replacements.
- Utilize Remote Desktop (RD), Group Policy Editor (GPO), and Event Viewer (EV) for administrative and troubleshooting tasks.
- Provide remote and on-site support for users, ensuring minimal downtime and high customer satisfaction.
- Guide users through problem-solving steps for technical issues, either in-person, remotely, or via phone and email.

WEB DEVELOPMENT EXPERIENCE

Full Stack Web Developer
IFluids Engineering | July 2023 – Present

- Develop and maintain dynamic web applications using Angular for the frontend and Node.js with Express for backend APIs.
- Design and implement responsive user interfaces with HTML, CSS, and Bootstrap frameworks.
- Collaborate with teams to optimize application performance and troubleshoot bugs.

- Implement authentication, routing, and service-based architecture in Angular.
- Manage data storage and retrieval using SQL databases.

EDUCATION

B.Sc. Computer Science, Vel Tech Ranga Arts College, Chennai – 2019

KEY SKILLS

- Windows Server Administration (2016/2019)
- Active Directory (User/Group Management, GPO, OU Administration)
- Remote Desktop (RD), Group Policy Editor (GPO), Event Viewer (EV)
- Network Configuration (DNS, DHCP, VPN, Firewall)
- Full Stack Web Development (Angular, Node.js, Express)
- Frontend: HTML, CSS, Bootstrap
- Backend: Node.js, Express.js, Database Management
- Hardware and Software Troubleshooting
- Remote Desktop and Ticketing Systems
- System Maintenance and Security Updates
- Python, Problem Solving, Communication

LANGUAGES

English, Tamil

DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge and belief.