KAUSHIK PADMANABAN SEETHARAMAN

+44 7393 139471 | kaushikpadmanaban@gmail.com | London SE8 | linkedin.com/in/kaushikpadmanaban

---

IT Support Analyst | Hardware, Software & User Support

Assiduous IT support professional with experience in customer service, system administration and incident handling. Certified Security+ and A+ holder with a proven track record in customer support and fast-paced hospitality roles. Strong communicator and problem solver who thrives under pressure and drives solutions with a customer-first mindset. Driven to combine technical expertise with excellent user support.

SKILLS

Incident Management | Ticketing & Escalation | Hardware & Software Troubleshooting | Microsoft 365 & Office Suite Support | Software Deployment & Maintenance | Active Directory Administration | Incident Analysis & Resolution | Audio-Visual & Conference Systems Configuration | Technical Documentation

---

RELEVANT EXPERIENCE

L1 Helpdesk Technician – 90 Elementos

March 2022 – April 2023

- Delivered first-line IT support for internal staff using ITSM tools such as Zoho Desk while consistently meeting SLA targets.
- Managed Active Directory permissions, streamlining secure user access and onboarding processes.
- Provided end-user support and troubleshooting across Microsoft 365 and Office Suite
- Led onboarding sessions on IT policies and security best practices to improve team compliance.
- Authored and maintained technical documentation to improve team knowledge and mean-time-to-resolve.

IT Support Intern – SVAN Analytics

April 2021 – October 2021

- Gained hands-on experience in incident logging and tracking, helping improve ticket resolution.
- Configured and deployed 15+ workstations, ensuring zero downtime and 100% data integrity.
- Developed and maintained technical documentation including user guides and troubleshooting procedures, enhancing IT team efficiency and user support.
- Assisted with auxiliary IT tasks such as AV system setup, routine system checks, and more.

ADDITIONAL EXPERIENCE

Commis Waiter – Gaucho Piccadilly

September 2024 – present

- Served as a key liaison between front and back-of-house teams in a high-pressure flagship restaurant.
- Delivered exceptional service in agile teams of 2–8 during peak operational periods.
- Mentored new hires through trial shifts, contributing to a 40% team expansion.
- Strengthened communication and collaboration skills applicable to dynamic IT support environments.

EDUCATION & CREDENTIALS

BSc Computer Science – Goldsmiths, University of London (2020 – 2024)

Relevant modules: Computer Security, IT Fundamentals

CompTIA Security+ (April 2025)

CompTIA A+ (October 2024)

Google IT Support Professional (August 2021)

Currently expanding knowledge in ITIL foundation v4 and service management practices

---

OTHER EXPERIENCE

- Built a full-stack app using MySQL, Python, and JavaScript to securely share prescriptions, implementing SHA256 and RSA encryption in line with NIST guidelines.
- Served as certified fire warden for 200+ residents, ensuring safety and out-of-hours access.
- Built and managed a **Proxmox-based homelab**, enabling hands-on practice with system administration, identity and access management (IAM), and security monitoring tools.

TOOLS & TECHNOLOGIES

Operating Systems: Windows 7–11, Windows Server 2019, macOS, Kali Linux

Service & System Administration: Microsoft 365, Active Directory, Zoho Desk, Hornbill, Proxmox, SCCM

Programming & Scripting: PowerShell, Python, SQL, Javascript