

Sivaprakash Sivakumar

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PROFILE:

Experienced and reliable IT Support Specialist with over five years of freelance expertise in hardware repair, system servicing, and remote technical assistance across India and Ireland. Skilled in diagnosing and repairing desktops, laptops, and custom-built PCs, including component-level fixes and performance upgrades. Proficient in Windows OS, networking tools, and CCTV installation, delivering personalized solutions to individuals and small businesses. Trusted for clear communication, fast turnaround, and practical tech support that minimizes downtime. Known for building lasting client relationships through hands-on service, professionalism, and a commitment to resolving complex technical issues with precision and care.

EXPERIENCE

Self-Employed

(6.7 Years)

2019–Present | Freelance IT Support Specialist | India & Ireland |

1. Computer Hardware Repair & Servicing Projects

2019 – Present | Freelance IT Support Specialist | India & Ireland

- Provided comprehensive hardware repair services for laptops and desktops, including motherboard diagnostics, RAM/SSD upgrades, fan replacements, and component-level troubleshooting.
- Performed system assembly and configuration for custom-built PCs tailored to individual and business needs.
- Specialized in resolving boot failures, overheating issues, and hardware compatibility problems.
- Advised clients on selecting and purchasing cost-effective, performance-optimized components for upgrades or new builds.
- Delivered high-quality service with attention to detail, resulting in repeat customers and word-of-mouth referrals.

2. Technical Support & System Optimization

Remote & Onsite Support – Windows OS | Networking Tools | CCTV Installation

- Diagnosed and resolved software issues, performed OS installations, driver updates, and virus/malware removal.
- Set up and maintained home and small office networks, including router configuration and IP troubleshooting.
- Installed and configured CCTV camera systems, enabled remote access, and conducted ongoing maintenance.
- Used tools such as TeamViewer and AnyDesk for remote sessions, ensuring secure and seamless client support.
- Delivered personalized IT training and support, empowering clients to handle basic tech issues independently.

07.22-11.24 | **Merkle** (a Dentsu company), India | **Analyst** (3 Years)

- Worked as part of the **Automation Team**, specializing in developing Python-based scripts and solutions to streamline internal processes.
- Designed, tested, and deployed automation workflows to reduce manual efforts and improve data processing efficiency.
- Collaborated with cross-functional teams to identify automation opportunities and implement scalable solutions.
- Utilized **Python** along with libraries like **pandas**, **numpy**, **requests**, and **openpyxl** for data handling, automation, and reporting.
- Contributed to the documentation and maintenance of automation tools to ensure long-term usability and stability.

ACHIEVEMENTS

- Successfully repaired and serviced over 600+ laptops and desktops, resolving complex hardware issues including motherboard faults, overheating, and power supply failures.
- Built and configured multiple custom PC setups for gaming, office productivity, and educational use, tailored to client specifications and budget.
- Earned consistent 5-star ratings and repeat business from clients due to fast turnaround times, honest diagnostics, and practical tech solutions.
- Installed and maintained CCTV surveillance systems for homes and small businesses, enabling secure remote access and real-time monitoring.
- Provided remote and onsite tech support that significantly reduced downtime for clients, helping them maintain smooth daily operations.

Developed strong client trust and loyalty by offering clear communication, cost-effective recommendations, and long-term maintenance support.

EDUCATION

2025-2026 | **National College of Ireland**

MSc in Cyber Security

Modules: Security Fundamentals, Network Security and Penetration Testing, IT Law and Ethics, Research in Computing, Cryptography, Malware Analysis, Research Methods, Internship, Incident Response and Analytics, Forensics and eDiscovery, Cloud Security

2025 | **EC-Council**

CEH

Modules: Certified Ethical Hacker v13 with Ai at EC – Council

2025-2026 | **Hindusthan College of Engineering and Technology** | **Grade – 1:1**

BE ECE

PROJECTS

Off-tech Tool and End URL Finder developed by python:

Patent Rights: [International Patent](#)

- Off-tech Tool and End URL Finder is a web application developed using Python Flask Web Framework.
- Users can use this tool to track the whole redirected URL path. It shows the complete redirection path of URLs irrespective of shortened links or tiny URLs.

Developed versions for iOS, Android, Windows, and Linux-based systems.