

PRAKASH BALAKRISHNAN

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CAREER OBJECTIVE

A highly motivated IT Desktop Support Specialist 2+ years of experience in providing top notch technical assistance to users. Proficient in troubleshooting hardware and software issues, with a strong commitment to customer satisfaction. Seeking to leverage expertise in System Administration, maintenance, and troubleshooting.

PROFILE SUMMARY

- Dedicated and customer-focused tech support specialist providing exceptional technical assistance to Staff.
- Proficient in diagnosing and resolving hardware, software, and network issues efficiently to ensure minimal downtime and optimal productivity.
- Skilled in communicating technical concepts clearly and concisely to Office Staff of varying technical backgrounds, fostering positive relationships and enhancing user satisfaction.
- Experienced in leveraging a diverse toolkit of troubleshooting techniques and remote support tools to deliver prompt and effective solutions.

TECHNICAL SKILLS

- **Operating Systems:** Windows.
- **Tools/IDE:** Scalefusion, TechOps, SHD, S4U Ticketing Tool
- **Remote Tools:** TeamViewer, Any Desk.
- **Skills:** Asset Management, Mobile Device Management.
- **Other software Knowledge:** Active Directory, Microsoft Exchange, Microsoft Intune MDM, Office 365, VPN.

EDUCATION

- B.Sc. (Computer Science) from TDMNS College, Tirunelveli 2023 with 8.38 %.
- 12th from K.A.M.P Meerania Hr Sec School, Kalakad 2019 with 58%.
- 10th From K.A.M.P Meerania Hr Sec School, Kalakad 2017 with 69%.

EMPLOYMENT DETAILS

Bharat Finance Inclusion Limited, Coimbatore Regional Office

Aug'23 to Present Desk

Bharat Financial Inclusion Limited (BFIL) is a leading player in the financial services industry offering asset and liability product solutions from IndusInd Bank. We were incorporated in 1998 to offer microfinance loans to customers. Following our merger with IndusInd Bank in July 2019, we are now a 100% wholly owned subsidiary of the Bank. We continue to enjoy market dominance in the microfinance space, while continuing to expand by offering other banking products to our customers.

- Involved in Desktop Support and System administrator duties like Asset Configuration, management, System admin Roles such as New Mail creation, Intune access.
- Problem-solving skills and attention to detail.
- Active Directory Administration like new AD Creation for new Users and Microsoft 365 Configuration and troubleshooting.
- Providing end-user support for Intune device enrolment, app deployment, and troubleshooting.
- Manage hardware lifecycle, from procurement to decommissioning.
- Managing branch requests through company's native ticketing tool BHM and S4U to create service requests to third party vendor Kyndryl.
- Implement and manage security measures, including firewalls, antivirus, and intrusion detection systems.
- Maintain Comprehensive records of Asset transfer and asset movement within organization.
- Managed Mobile Device Issues through Scalefusion MDM portal to address daily issues with employee Tablets.
- Held meetings to create awareness on asset maintenance and instruct them on basic level troubleshooting.
- Conducted comprehensive branch visits as part of quality assurance initiatives, assessing operational efficiency, and adherence to company policies.
- Generated detailed reports outlining areas for improvement and implemented strategic solutions to enhance branch performance.

PERSONAL DETAILS

Date of Birth : 07st March 2004

Address : No 98, North Street, North Puliankulam, Nanguneri
Tirunelveli Dist - 627108.

Languages : Tamil, English

Place :

Date :