




HARRISH SANJAY KAKUNTHAN

IT SUPPORT ENGINEER

 London, United Kingdom

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 [HARRISH SANJAY
KAKUNTHAN](#)

EDUCATION

 BSc in Computer Science
University Of Bedfordshire

Oct 2019 - Jul 2023

SKILLS

- 1st Line Technical Support
- Remote Troubleshooting
- Hardware Diagnostics
- Desktop/Laptop Setup
- Peripheral Maintenance
- Software Troubleshooting
- User Account Management
- Basic Server Administration
- Office 365 Administration
- IT Systems Proficiency
- Basic Networking
- TCP/IP, DNS, Java
- Python, C++, HTML/CSS,
- JavaScript, Node.js
- SQL, MySQL
- Microsoft Office
- Customer Service
- Time Management
- Communication Skills

PROFILE

A motivated and active professional with IT Support Engineer skills. Demonstrated years of experience in the industry, and dedication to deliver top results. A team player who generates a motivated attitude and a variety of experiences with productive processes and tools. Always striving to use my professional skills to add value to an organization's mission, including exceptional knowledge of the sector along with excellent operations, business and time management skills.

EXPERIENCE

First Line IT support

• Sept 2023 - Dec 2024

Kingmaker Global Ltd- Croydon, United Kingdom

- Provided 1st line technical support, resolving hardware and software issues for end-users via phone, email, and remote access tools, ensuring minimal disruption to daily operations.
- Conducted hardware diagnostics and resolved issues related to desktops, laptops, printers, and other peripherals, leveraging tools such as SCCM for software deployment and patch management.
- Performed desktop/laptop setup and peripheral maintenance, including installation, configuration, and troubleshooting to ensure all IT equipment is operational and meets user needs.
- Supported software troubleshooting for a variety of applications, including Microsoft Office 365, providing guidance on installation, setup, and usage, and addressing application-specific issues.
- Assisted in basic server administration tasks, including monitoring server health, performing routine maintenance, and troubleshooting server-related issues to support overall IT infrastructure.
- Provided Office 365 administration, managing user licenses, configuring settings, and troubleshooting issues related to email and productivity tools to support efficient business operations.
- Managed user accounts and access control using Active Directory, performing password resets, account creation, and permissions management to maintain system security and user productivity.

CERTIFICATION

- Pursuing Microsoft 365 Fundamentals with a focus on cloud solutions and administration
- Pursuing CompTIA A+ with an emphasis on IT essentials, hardware, and troubleshooting

LANGUAGE

- ENGLISH
- SINHALA
- TAMIL

EXPERIENCE

IT Support Engineer

- (Contract Based - Hybrid) Nov 2023

Cerco Limited - London, United Kingdom

- Service delivery of 1st Line Technical Support with expertise in Windows 7 operating systems troubleshooting, effectively communicating and resolving desktop hardware, software, and connectivity issues in a fast-paced environment to meet service level agreements (SLA) and enhance performance.
- Problem solving through efficient multitasking, providing IMAC services, desk-side support, and peripheral maintenance with a strong focus on attention to detail, collaboration, and process improvement to ensure success.
- Executed break-fix services for desktops and laptops, ensuring seamless deployment and minimal downtime while implementing best practices to support infrastructure stability.
- Supported and maintained standard hardware/software configurations, including Office 365, contributing to growth and overall system reliability. Optimized desktop setups, managed patches, coordinated hardware replacements, and meticulously documented all activities in written form to maintain accurate documentation.
- Analyzed service desk data to identify problem solving opportunities, recommend solutions, and provide remote support, adhering to SLA requirements and promoting continuous learning.
- Managed security profiles, anti-virus software, and ensured compliance with infrastructure security policies, maintaining precise documentation.
- Provided VIP desk-side support, acting as the primary IT contact when needed, utilizing strong written and interpersonal skills to ensure exceptional service delivery aligned with the organization's vision.
- Managed spare stock requests and inventory efficiently, fostering growth through continuous collaboration, process improvement, and a commitment to attention to detail and best practices.

Sales Assistant

- Apr 2023 - Apr 2024

Acoustiguide - London, United Kingdom

- Promoted audio guide services to customers, leveraging strong customer service skills to enhance engagement.
- Processed transactions with accuracy using Microsoft Office tools for inventory management and stock counts.

INTEREST

- READING
- TRAVELLING
- TECHNOLOGY
- NATURE
- SOCIALIZING

EXPERIENCE

- Participated in shop opening and closing procedures, supporting daily operations and ensuring smooth transitions.
- Resolved customer concerns promptly, applying effective customer service techniques to maintain satisfaction.

Retail Sales & Delivery Associate

• Jul 2020 - Jan 2022

Jewish Food Store - London, United Kingdom

- Provided expert product assistance and exceptional customer service, enhancing overall customer experience.
- Conducted accurate transactions and maintained a seamless checkout process.
- Coordinated timely and secure delivery of orders, including handling kosher and specialty Jewish food items with care.
- Optimized delivery routes for efficiency, ensuring punctual and reliable delivery.

Barista

• May 2022 - Jan 2023

Royal Opera House - London, United Kingdom

- Expertly brewed coffee, utilizing diverse techniques and equipment to ensure high-quality preparation and consistency.
 - Delivered outstanding customer service, processed orders accurately, and effectively addressed customer inquiries.
 - Monitored and adjusted coffee quality, ensuring consistent flavor and adherence to high standards.
 - Maintained cleanliness and functionality of equipment and café environment, while managing inventory and minimizing waste.
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