

BALAGANESAN S R

IT & Technical Support | Software Developer | B.E. Computer Science (2025)

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PERSONAL DETAILS

- **Date of Birth:** 31 October 2003 | Nationality: Indian, valid passport (until December 2033)
- **Languages:** English (Professional Proficiency), Tamil (Native) | Availability: Immediate

SUMMARY

IT support and software professional with 2.5 years of hands-on experience and strong troubleshooting skills built by diagnosing and fixing issues in live apps, servers and hardware. Handles the full technical support side of every project: Windows and Linux system administration, cloud server management, user accounts for 55+ platform users, and day-to-day support for clients and interns. Also builds production software end to end, with 7 Android apps live on Google Play. Comfortable installing, configuring and troubleshooting hardware and software, and explaining technical issues to non-technical users in clear English.

TECHNICAL SKILLS

- **Operating systems:** Windows 10/11 installation, configuration and troubleshooting; OS flashing and deployment, including network (PXE) boot; Ubuntu Linux server administration
- **Hardware:** PC building and component assembly; laptop repair including RAM, SSD, motherboard and display replacement; printer setup and troubleshooting; ESP32/IoT device assembly and debugging
- **Networking:** TCP/IP fundamentals; router and Wi-Fi setup and troubleshooting; LAN cabling; firewall configuration (Windows Firewall, Linux and cloud firewalls); DNS and SSL for live domains
- **Remote support:** AnyDesk, TeamViewer, RustDesk, Chrome Remote Desktop, Windows RDP
- **Software support:** Installing, configuring and updating applications; user account creation, approvals and access management; Microsoft Office user support
- **Servers and cloud:** Installing and maintaining live cloud virtual machines (DigitalOcean, AWS Lightsail); Docker; deploying and maintaining live websites and web applications
- **Scripting and tools:** Windows scripting, Python, Git/GitHub; AI-assisted troubleshooting and automation (Claude Code, Cursor)
- **Development:** Flutter, React.js, Node.js, Django, Laravel, MySQL, Firebase; 7 Android apps live on Google Play

CURRENT ROLES AND RESPONSIBILITIES (ZedIndex, March 2025 - Present)

- First-line technical support for interns, clients and end users: accounts, access, installation and usage issues
- Installing, configuring and updating software on Windows and Linux systems; installing operating systems, including network (PXE) boot deployment
- Installing and maintaining live cloud virtual machines (DigitalOcean, AWS Lightsail): deployment, domain, DNS and SSL setup, monitoring and maintenance of live websites and services
- Diagnosing and resolving hardware, software and network issues across PCs, laptops and IoT devices
- Setting up and supporting office IT: printers, routers and Wi-Fi, LAN cabling, firewall rules, and remote user support (AnyDesk, TeamViewer)
- Maintaining 7 live Android applications: updates, bug fixes and user-reported issue resolution
- Managing user accounts, approvals and credentials for an internship platform with 55+ users

WORK EXPERIENCE

Software Developer, ZedIndex

Karaikudi, India | March 2025 - Present

- Built interns.zedindex.com, an internship management platform (Laravel, MySQL) used by 55+ interns.
- Developed and published 7 Android applications on Google Play; delivered 10+ client projects end to end, with post-launch support.

Flutter Developer, Quix Graphix

Remote, India | January 2024 - March 2025

- Developed and delivered mobile applications and websites for agency clients; handled client communication, issue resolution and ongoing updates.

Internships

India | 2023 - 2024

- Full stack: e-commerce platform with React and Django, including OTP verified login and an admin dashboard (OneYes Infotech Solutions, Chennai, Jul - Aug 2024).
- DevOps: CI/CD pipelines, Docker containerisation and cloud deployment workflows (ISAN Data Systems Pvt. Ltd., Jul - Aug 2023); REST API development (Fizon Tech, Jul 2023).

EDUCATION

B.E. Computer Science and Engineering - First Class, CGPA 7.73/10

Mount Zion College of Engineering and Technology (Anna University, Chennai) | 2021 - 2025

CERTIFICATIONS

- DevOps Internship - ISAN Data Systems (2023); API Development Internship - Fizon Tech (2023)
- Python and C - Sololearn (2022); AI for India 2.0 - GUVI (2023); React.js Bootcamp - LetsUpgrade (2023); Claude Code in Action - Anthropic (2026)