

[Sudharshan]

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Summary:

Highly motivated and experienced ICT teacher and data enthusiast with a strong background in network administration, technical support, and corporate experience. Possess strong analytical and problem-solving skills with expertise in data analysis, visualization, and cloud computing. Proven ability to manage and support diverse IT environments and applications.

Professional Experience:

Accenture | Bangalore, Karnataka | August 2016 - January 2018

- **IT Support Specialist:**
 - Provided technical support to over 100+ client applications, ensuring smooth operation and resolving user issues.
 - Conducted security checks and implemented password maintenance procedures to safeguard system integrity.
 - Offered desktop support, assisting users with troubleshooting technical problems and ensuring efficient use of software and hardware.

Asia Pacific World School | Bangalore, Karnataka | February 2014 - May 2016

- **ICT Teacher (primary):**
 - Developed and implemented engaging lesson plans to teach ICT skills to students across various grade levels.
 - Provided differentiated instruction catering to diverse learning needs and styles.
 - Trained students in essential computer skills, including MS Office (advanced for grades 5-6), internet safety, and troubleshooting basic issues.
 - Created engaging and informative school magazines using design software.

Skills:

- **Data Analysis and Visualization:**
 - Proficient in Microsoft Excel (VLOOKUP, HLOOKUP, PivotTables), Jupyter Notebook (Python libraries - Openpyxl, xlwriter, Pandas)
 - Skilled in data visualization using tools like Matplotlib and Seaborn
- **Programming:**
 - Experience with Python for data analysis
 - Basic understanding of SQL programming
- **Cloud Computing:**
 - Working knowledge of AWS concepts (EC2, ELB, RDS, S3, CloudWatch)
- **Web Development:**
 - WordPress website design using Elementor Pro, Divi Builder, Beaver Builder
 - Payment gateway integration with services like Razorpay and Paypal
- **Technical Skills:**

- Computer hardware diagnosis and troubleshooting
- Proficient in Windows OS, MS-DOS, MS Office Suite (Excel, PowerPoint, Word)
- Graphic design software experience (Blender, Adobe Suite, Corel Draw)
- **Languages:**
- Kannada, English, Hindi, Tamil, Telugu

Education:

- **Bengaluru University, Bengaluru | Bachelor of Computer Applications**
- **Govt PU College, Varthur, Karnataka (State Board)**
- **St. Philominas School, Sarjapur, Karnataka (State Board)**