Prudhvi Naidu Naraharisetti

Newcastle upon Tyne | +447776836568 | prudhvinaraharisetti@gmail.com | https://www.linkedin.com/in/prudhvi-naidu-naraharisetti-013753169 | www.prudhvinaraharisetti.com | https://github.com/prudhviNaraharisetti.

Dedicated and results-oriented IT professional with a Master's degree in Computer Science and over a year of hands-on experience in IT technical support. Proficient in supporting Mac, PC, and Linux systems within an Active Directory environment. Skilled in hardware provisioning, ticket management (ServiceNow), and AV support. Recently certified in ITIL4 Foundation with a score of 85%. Demonstrates exceptional troubleshooting abilities, a methodical approach to problem-solving, and strong communication skills. Committed to continuous learning and professional growth in a dynamic and fast-paced environment.

Key Skills

IT Support & Troubleshooting | Incident Management & Resolution | ServiceNow Ticket Management | Hardware & Software Maintenance | Audio-Visual Equipment Management | Customer Service Excellence | Workshop & Training Delivery | Communication & Interpersonal Skills | Team Collaboration & Leadership

Professional Experience

Faculty IT Technician

Northumbria University, Newcastle upon Tyne

October 2023 - May 2024

- Provided reactive technical support to resolve incidents and service requests, including analysis, investigation, and resolution of hardware and software issues.
- Managed the Equipment Loans Service using SISO software, achieving a 95% customer satisfaction rate.
- Created, managed, transferred, and resolved tickets using ServiceNow, maintaining a resolution rate of 98% within SLA guidelines.
- Performed basic networking tasks such as assigning IP addresses and investigating network issues using Infoblox.
- Utilized SCCM for program deployment, ensuring timely updates and installations across faculty systems.
 Applied Active Directory knowledge to manage user accounts and permissions, enhancing security and access control.
- Conducted monthly KPI analysis using Power BI, presenting data-driven insights to support decisionmaking processes.
- Acted as the primary contact for ICT commodities, software licenses, and maintenance requests, achieving a response rate of 90% within the first 24 hours.
- Diagnosed and resolved desktop hardware and software issues, achieving a first-call resolution rate of 85%.
- Executed decommissioning and recommissioning of IT facilities and equipment, upholding data security standards.

Student IT Intern

Northumbria University, Newcastle upon Tyne

July 2023 - September 2023

- Updated and optimized AV monitors campus-wide, implementing internal wireframe updates to ensure seamless audiovisual technology performance.
- Conducted OS imaging for new system deployments, streamlining installation processes and enhancing efficiency.

- Orchestrated the setup and configuration of desktops across diverse university locations, ensuring optimal functionality.
- Managed desktop inventory, including secure removal and storage, demonstrating meticulous organization.
- Conducted troubleshooting and resolution of technical issues on Windows 10 and Windows 7 desktops, minimizing downtime.

Part-time Customer Assistant

Marks and Spencer, Newcastle upon Tyne

July 2022 - Present

- Created and managed tickets, prioritizing fault severity for timely resolution and efficient workflow.
- Supported self-service machines and Windows 7 tills, resolving technical issues promptly.
- Troubleshot alarm panel problems, ensuring a secure operational environment.
- Provided exceptional customer service, addressing inquiries and concerns professionally.
- Multitasked IT service and customer service responsibilities, displaying adaptability and flexibility.

Education

Master of Science in Computer Science
 Northumbria University, Newcastle upon Tyne

2022 - 2024

Bachelor of Technology in Information Technology
 Anil Neerukonda Institute of Technology and Sciences, Visakhapatnam

2017 - 2021

Certifications

- ITIL4 Foundation Certification
- Technical Support Fundamentals (Coursera Google)
- Microsoft Azure Tools and Management (Coursera)
- Introduction to Microsoft Azure Cloud Services (Coursera)

Volunteer Experience

Member

Lions Clubs International 2017 – Present

Actively involved in social service projects that positively impact the community.

First Aider

Marks and Spencer 2023 – Present

Provided essential health services and assistance to customers and staff.

Additional Details

- Successful YouTube content creator managing two gaming channels, demonstrating expertise in gaming content production and audience engagement.
- Achieved an IELTS score of 7/9, showcasing proficiency in English language skills.
- An avid gamer with a passion for PC and mobile gaming, coupled with a love for music and travel.
- Skilled in capturing memorable life moments on camera.