

BHANU PRAKASH CHEBROLU

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PROFESSIONAL SUMMARY

A diligent and hardworking individual with a strong background in IT solutions and technology professional with 3 plus years of experience providing IT support across diverse environments. Skilled in cloud platforms, network administration, security, and support tools, with a proven ability to resolve complex issues and optimize infrastructure. Recently completed Bootcamp in IT Smart Technician Bootcamp, gaining hands-on skills in IT support, IT Smart technologies, IoT, Connecting IoT devices and project management.

Also, MSc Advanced computer science, with a solid knowledge in networking and cybersecurity, I excel in clear communication and maintaining composure under pressure, skills vital for handling client issues in IT support roles. Seeking a challenging IT role to leverage my skills, explore new technologies, and contribute to a collaborative team in a dynamic environment.

TECHNICAL SKILLS

Testing & Analysis:

Risk Assessment, Vulnerability Assessment, Penetration Testing, Log Analysis, Malware Analysis, Port Scans, IDS/IPS

Cloud Platforms:

Microsoft Azure, AWS

Network Administration:

DHCP, DNS, TCP/IP, VLAN

Security:

Check Point Harmony, Virus Total

Office365 Security:

Azure Sentinel, M365 Defender

Ticketing Tools:

ServiceNow, Jira, Azure DevOps, Fresh service

Desktop Support:

Windows 7/8/10/11, Microsoft 365, Outlook, Teams

Hardware and Software Support:

Desktop PCs, laptops, printers, Intune Autopilot, scanners, Active Directory, Azure AD, AV

Support, Zoom, Webex and teams room setup, Work phone installation and support, call logging system, bespoke/inhouse application support

Virtualization:

VMWare, Virtual Box

Desktop Management:

Citrix, Apple Business Manager/MDM, ITIL, ITSM

Smart Technologies:

Smart Technologies, Electrical Principles, Networking, IoT, Project Management

Focused on hands-on skills in installing, configuring, testing and maintaining IoT devices for smart homes and workplaces. Gained expertise in technical & architectural drawings, IT systems and networking concepts.

WORK EXPERIENCE

NETWORK SUPPORT ENGINEER

9AQA LTD, UK

Sep 2025 – Present

- Provided first line technical support, answering support queries via phone, email, ticketing system and in-person.
- Maintains agreed security records and documentation and delivered technical support within defined Service Level Agreements (SLAs), maintaining high customer satisfaction.
- Kept end-users informed about incident/request progress and resolutions, fostering transparent communication.
- Managed escalations, diagnosed and troubleshoot hardware, software, and network problems.
- Provided support for users on both virtual and physical meeting environments including Webex, Zoom, and MS Teams and ensuring its proper functioning through regular testing and maintenance.
- Troubleshooting BSOD issues.
- Setting up client Windows 10, Windows 11 pro build machine's into right Organizational Unit and apply group policy rules. Customize Windows 10 for better performance, Setting user account with office 365 and APP-V.
- Provided remote and on-site end-user support for 200+ users around U.K to troubleshoot equipment/system issues, significantly reducing downtime while mainly responsible for 1st line issues and escalated issues which mainly includes software like MS Word, Teams, Outlook, PowerPoint, Microsoft Authenticator.
- Ensured all emails and calls are logged and responded within Service Level Agreements.

- Ensured compliance with IT policies and procedures, contributing to a secure and efficient IT environment.
- Delivered conference room support, managing and setup of AV equipment.
- Assisted in the management of company hardware and software assets while ensuring all devices including laptops are within security compliance.
- Assisted with equipment setup for new hires and departures, ensuring seamless transitions.
- User accounts and mailbox provisioning for new joiners, using Microsoft Active Directory and Exchange online.
- Trained and mentored junior IT support staff, enhancing team capabilities and updated technical documentation, ensuring accuracy and accessibility for support staff.
- Collaborated with cross-functional teams to support IT projects and initiatives, contributing to their successful completion.
- Imaging operating systems using USB flash and PXE boot and troubleshooting PXE Boot issues. In charge of resolving all IT issues.
- Provided comprehensive technical support for 250 employees.
- Diagnosed and resolved technical issues – E.g., Password Resets, Office suites issues.
- Escalated 3rd line IT issues to the IT manager, when necessary, after doing initial troubleshooting.

NETWORK SECURITY ADMINISTRATOR

WIPRO Technologies, India

Mar 2020 – Dec 2022

Environment: SolarWinds, Infoblox, Cisco, Network servers, Meraki, Aruba, Remedy force (service now), Secure CRT

- Change Healthcare is one of the leading Project in Wipro. It provides best outcomes for Customers. It provides support for the client network like Firewalls, DNS, VPN, IP configuration etc.,
- Developed and implemented security policies and procedures to protect data and networks from unauthorized access.
- Conducted vulnerability assessments and contributed to the development of security protocols.
- Collaborated with the IT team to implement security best practices and policies.
- Worked as an Intern in an operational technology-focused.
- Utilized various security tools such as firewalls, encryption and antivirus software to protect the organization's data and networks.
- Assisted in the deployment and configuration of IPS and IDS systems to monitor and detect potential security breaches.
- Worked as Intern OSI & TCP/IP model and data encapsulation, EIGRP, OSPF, RIPv2 and BGP with IPv4 & 6.

- VLAN Trunking and Dynamic Trunking, Inter-VLAN Routing, Ether Channel, Wireless LANs, DHCP Configuration, multilayer layer Switch (Layer 3).

NETWORK SUPPORT ANALYST

REDCENTRIC SOLUTIONS LIMITED, India

Jan 2023 – Jul 2023

- Receive the Incidents in Remedy force for both Physical and virtual connectivity's of Network and take appropriate action within SLA.
 - Troubleshoot the Network related issues like BGP, OSPF, MPLS, Link downs etc.,
 - Proven experience in troubleshooting LAN, WAN, and WLAN.
 - Validating and documenting the changes which we have done in the troubleshooting and creating the Change Request (CR) for the same.
 - Replacing the power supply units for the devices which went down with the help of respective site persons.
 - Will work on Service Requests (SR) for the requirements of users such as Creation or deletion of DNS records, IP Address etc.,
 - If something went wrong with the connection, then will bring back the network connectivity between customer and Internet Providers.
 - configurations of switches and routers & troubleshooting voip issues (webex).
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EDUCATION

Masters in Advanced computer science

University of Hertfordshire, Hatfield | UK

B. Sc in Computer Science

Krishna University | India

CERTIFICATIONS

- Cisco CCNA Routing and Switching Introduction to Networking.
- Microsoft Technology Associate: Networking fundamentals.
- CompTIA Security+ (In Progress)
- Certified Ethical Hacker (In Process)