

ARUN R

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PROFESSIONAL SUMMARY

MCA graduate moving into IT support, with practical experience helping friends and colleagues with Windows installation, software installation, basic hardware troubleshooting and hardware replacement. Previous work includes WordPress updates and website deployment on Hostinger. Completed training in mobile hardware and software and seeking an entry-level Technical Support or Desktop Support role.

TECHNICAL SKILLS

- **Operating systems:** Windows installation and setup, basic OS troubleshooting
- **Software:** Software installation and basic application troubleshooting
- **Hardware:** Basic hardware troubleshooting and component replacement
- **Networking basics:** Basic network setup and internet connectivity troubleshooting
- **Web and hosting:** hPanel, cPanel, WordPress, HTML and CSS
- **Mobile devices:** Basic hardware and software knowledge from training

HANDS-ON SUPPORT EXPERIENCE

- Installed Windows and common software on computers used by friends and colleagues.
- Helped troubleshoot basic computer hardware issues and replace faulty components.
- Helped set up basic network connections and troubleshoot internet connectivity issues.

WORK EXPERIENCE

Digital Marketing Executive | AK Tech Info, Madurai

March 2025 - October 2026 | Project-based

- Deployed client websites on Hostinger and handled hosting tasks through hPanel and cPanel
- Built and updated WordPress pages, including content, images and links; made simple HTML and CSS changes
- Checked website issues and performance using Google Search Console, GA4 and website audit tools
- Handled SEO and local SEO work for several business clients

Digital Marketing Executive | Fire Bee Techno Services Pvt. Ltd. / Addus Technologies, Madurai

June 2024 - February 2025

- Updated technology service pages, covering keyword research, content changes and basic technical checks
- Created business listings to support local search visibility

EDUCATION

Master of Computer Applications | Madurai Kamaraj University, Madurai | September 2021 - June 2023 | 72%

Bachelor of Science (B.Sc.), Mathematics | Arul Anandar College, Madurai | July 2018 - August 2021 | 68%

TECHNICAL TRAINING

Mobile Hardware and Software Training | Dosthu Service Mobile Training Centre, Madurai | Two-month course, December 2025

HTML, JavaScript and Bootstrap Course | Udemy | August 2023