SHESHADRI N

Workplace Technology Specialist

IT Operations | Google Workspace | IT Asset Management | Hardware Services | AI-Assisted Full-Stack Development

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PROFESSIONAL SUMMARY

Workplace Technology professional with 5+ years at Miles Education Pvt. Ltd. across IT operations, Google Workspace administration, endpoint support, IT asset management and hardware servicing, supporting one IT function across three group companies: Miles Education, MasterCampus (MOJO Campus) and MilesSOBA. I also design and deploy websites, internal tools and SaaS applications using AI-assisted full-stack development workflows, including the IT Asset & Helpdesk Portal built for Miles Education.

CORE SKILLS

Workplace IT & Support: IT operations, L1/L2 helpdesk on Freshservice (SLA), Windows installation & troubleshooting, Employee onboarding & offboarding, Access management, Remote desktop support, Printer & peripheral support, Basic networking, MS Office 365

Google Workspace: Admin Console, Users, groups & shared drives, Security policies, Email migration, Domain & DNS setup, SPF / DKIM / DMARC, Google Meet setup

IT Asset Management: Procurement, Allocation & inventory, SaaS licence tracking, Warranty tracking, Asset recovery, Vendor coordination

Hardware Services: Laptop diagnostics, RAM & SSD upgrades, Battery, keyboard, trackpad & display replacement, Windows & driver installation, Preventive maintenance

Development & AI: React, TypeScript, Tailwind CSS, Node.js, Express, REST APIs, PostgreSQL, Drizzle ORM, Supabase, GitHub, Render, WordPress, Replit AI, AI-assisted coding & debugging

WORK EXPERIENCE

Miles Education Pvt. Ltd., Bengaluru Oct 2021 – Present

One IT function supporting Miles Education, MasterCampus (MOJO Campus) and MilesSOBA (AgencyM)

Associate – Asset Management Oct 2023 – Present

- Own the IT asset lifecycle: procurement, allocation, inventory and SaaS licence tracking.
- Administer Google Workspace: users, groups, security policies and email migration.
- Run employee onboarding/offboarding and access management.
- Resolve L1/L2 tickets on Freshservice with an SLA focus.
- Windows setup, troubleshooting and hands-on laptop servicing; coordinate vendors for IT procurement.
- Built an internal IT Asset & Helpdesk Portal using AI-assisted development (see Projects).

IT Support Oct 2022 – Sep 2023

- Provided L1/L2 support for hardware, software and system issues.
- Installed and configured Windows OS and enterprise applications; troubleshot laptops and desktops.
- Handled service desk tickets and supported IT asset tracking and inventory.

Network Support Oct 2021 – Sep 2022

- Troubleshot network and connectivity issues for office users.
- Set up desktops and laptops and delivered first-line technical support for staff.

PROJECTS

IT Asset & Helpdesk Portal — Internal tool, Miles Education | Jan 2026 – May 2026

Two-portal web app (IT admin and employee self-service): asset inventory with category, status, condition, location and warranty; device allocation to employees; helpdesk tickets with priority and status; employee directory; dashboard with asset breakdown and ticket trends.

Tech: React 19, TypeScript, Tailwind CSS, Express, PostgreSQL, Drizzle ORM, Render

Demo: techops-portal.onrender.com | Code: github.com/sheshadri022/techops-demo-portal

GK Fashions – E-commerce Website — Freelance | gkfashionsindia.com

Online store with a catalogue for Men, Women, Kids and NCC Uniforms and online payments through Cashfree.

Tech: WordPress, Cashfree, Hostinger

Google Workspace Setup for 2 Businesses — Freelance

End-to-end setup: domain verification, business email, user accounts and admin access.

Portfolio Website — snscloud.in

Interactive portfolio with services, projects and an Ask Sheshadri panel, deployed from GitHub to Render.

Tech: React, TypeScript, Vite, Tailwind CSS, Framer Motion, Render

FREELANCE SERVICES

- Laptop repair & upgrades (RAM, SSD, battery, keyboard, display, Windows)
- Business websites: landing pages, portfolios, e-commerce
- Google Workspace & IT setup for startups
- IT Asset & Helpdesk platform (public demo available)

CERTIFICATIONS

Google Workspace (G Suite) Admin – The Complete Course — Udemy · Jun 2024

Technical Support Fundamentals (by Google) — Coursera · Jul 2025

IT Asset Management (ITAM) — Udemy · Nov 2025

Replit Certification – Beginner Builder (Level 1) — Replit · 2026

EDUCATION

B.Com MGR Arts & Science College, Hosur (Periyar University) — 2018 – 2021

Higher Secondary (+2) – Commerce R.V. Government Higher Secondary School, Hosur, State Board — 2018

SSLC (10th) R.V. Government Higher Secondary School, Hosur, State Board — 2016

LANGUAGES

Tamil (Native) · Kannada (Fluent) · Telugu (Fluent) · English (Professional)