JAFFAR ALI
Web Developer

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SUMMARY

Motivated and skilled technical support specialist and web developer with hands-on experience in front-end development, software troubleshooting, and user support. Proven ability to resolve complex issues, enhance system stability, and improve customer satisfaction. Passionate about leveraging technology to create seamless user experiences and deliver innovative solutions.

SOCIAL

🌐 : [Jaffar's Portfolio](#)

in : [JaffaraliLinked.In](#)

 : [JaffaraliGithub](#)

EDUCATION

MCA (2020-2022)
B.S.Abdur Rahman crescent institute of science and technology
Grade: 7.80 CGPA

BCA (2016-2019)
St. Joseph's college of arts and science
Grade: 7.80 CGPA

SKILLS

Technologies

- HTML5, CSS3, JavaScript, React
- Networking-TCP/IP, DNS, DHCP
- Troubleshooting, Port
- Cybersecurity-cyberattacks, RDP

Softskills
- Multi-tasking
- Problem Solving
- Knowledge Sharing

Database

- MySQL

PROFESSIONAL EXPERIANCE

HEPL-Cavins care group of company
(Mar 2024 – present)

- Provided comprehensive technical support for [Budgie, CK Ticketing tool, Goal Sync, My Buddy, Neram, iView] Software's resolving over 627 issues per month. Collaborated with development teams to identify and fix software bugs, improving overall product stability. Created and maintained detailed documentation for common issues and solutions, enhancing the support knowledge base. Conducted training sessions for new users and support team members, boosting team efficiency and customer satisfaction.

COLLEGE PROJECTS

Project: Find Nearest EV Charging Station- Developed an application to locate the nearest electric vehicle (EV) charging stations. Features include real-time vacancy updates, charging status notifications, and time-of-day usage recommendations to enhance battery life and ensure smooth journeys.

Project: Blood Bank Donor Management System- Developed a system to manage blood bank data, including blood cells, bloodstock, and donor lists. The project focuses on minimizing manual work through an administrative application with restricted access.

LANGUAGE

- TAMIL
- HINDI
- ENGLISH
- URUDU