



# MAHAMMED SHOHEB

Tech Support Engineer  
(Transitioning to Frontend Developer)



Phone: +91 910 823 3486



Email: mdshoheb135@gmail.com



Portfolio: <https://mahammed-shoheb.netlify.app/>



Address: Hiremani Manzil, MMTC Colony, J.P. Nagar, Ballari Road, Hosapete – 583 201

## TECHNICAL SKILLS

- HTML5
- CSS3
- JavaScript
- React Js
- Redux
- React Query
- Tailwind CSS
- Git and GitHub

## SOFT SKILLS

- Communication Skills
- Teamwork
- Adaptability
- Problem-solving
- Listening
- Customer service



## ABOUT ME

Aspiring frontend developer with a passion for creating captivating web experiences. With a solid foundation in logic and 4 years of IT experience as a Tech Support Engineer, I'm dedicated to transitioning into a frontend developer role, crafting user-friendly websites and applications that engage and delight users. Eager to contribute to innovative projects, continuously expand my skill set, and deliver outstanding digital solutions.



## EDUCATION



**Bachelor of Technology in Electronics and Communications Engineering**

2019

**PES University, Bangalore**

CGPA : 7.74



**Diploma**

2016

**SIR M Visvesvaraya polytechnic, Hospet**

Percentage Earned : 81.74%



**10th**

2013

**GPU high school, TB Dam**

Percentage Earned : 55.20%



## PROJECTS

### Travel Town Holidays Website

- Built with HTML, CSS, Bootstrap, Express.js, Node.js and MongoDB.
- New version - Built with React.js and Styled components.
- [Git repo](#), visit [Website](#)

### SES Assist Web App

- Identified the key time consumption and repeated tasks while working in networking team.
- Developed an application to streamline repetitive tasks for the networking team. Built with HTML, CSS, JS

### Projects for Practice

- Completed various projects from John Smilga's Udemy courses



## PROFESSIONAL EXPERIENCE

### AT&T Communication Services

Full-time - 4 years



#### Staff Associate, Tech Support

Aug 2019 - Present

- Responsible for initial troubleshooting when issues arose, working with end users and their network operations team to identify issues and work on further remediation.
- Up until June 2023, I supported internet-based services as a member of a team, but due to a management change, I switched to supporting voice-based products and services with the manager.
- Awards received: Received the EMS Shining Star Award in August 2020. For presenting exceptional customer service and receiving high-quality consumer feedback and Connections Award for Outstanding Performance of the Year in October 2021.



#### Internship Trainee

Feb 2019 - July 2019

- Started as an intern, achieved excellent results and became a full-time employee.
- Attended training courses to build understanding of processes, techniques, and industry.