

NOURIN FARSANA M N

Technical Support Specialist

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Location: Doha, Qatar

Professional Summary

Dedicated Technical Support Specialist with expertise in system troubleshooting, diagnostics, and monitoring. Proven ability to resolve technical issues efficiently while ensuring optimal customer satisfaction. Proficient in Python, SQL, and system monitoring tools, with experience in data analysis, technical documentation, and cross-functional collaboration. Seeking to leverage technical expertise and communication skills to support organizational goals in IT infrastructure and customer service.

Skills

- **Technical Support:** System Diagnostics, Troubleshooting, Monitoring Tools, Technical Documentation
- **Programming and Databases:** Python, SQL, Java, React.js, MySQL
- **Software Tools:** Git, Visual Studio Code, CCTV Systems
- **Customer Support:** Incident Resolution, Communication, Technical Training
- **Operating Systems:** Windows, Linux, macOS
- **Soft Skills:** Team Collaboration, Time Management, Attention to Detail

Work Experience

CCTV Video Analyst

Hamad Medical Corporation, Qatar (2023 - Present)

- Monitored live and recorded CCTV footage to detect and report suspicious activities, ensuring the safety and security of the premises.
- Reviewed and analysed recorded video footage to identify critical incidents, providing detailed reports for investigations.
- Worked closely with cross-functional teams to develop comprehensive technical reports and documentation, improving incident resolution times by 20%.
- Streamlined data management workflows, enhancing the accuracy of system logs by 30% and enabling faster investigations.
- Compiled comprehensive reports on findings from video analysis, including timestamps, descriptions of events, and recommendations for further action.

Education

B-TECH in Computer Science and Engineering

APJ Abdul Kalam Technological University, Musaliar College of Engineering,
Thiruvananthapuram, Kerala, India (2023)

- **Academic Projects:**
 - Developed a library management system using Python and SQL.
 - Created a responsive e-commerce front-end using React.js.

Internship

Front-End Application Development with React.js

Conducted by ICT Academy of Kerala (July 2022)

- Created and improved interactive web applications, focusing on better performance and reliability.
- Worked on debugging and fixing technical issues in front-end environments, gaining valuable hands-on experience.

Technical Skills

- Programming: Python, SQL, Java
- Front-End Tools: React.js, HTML, CSS
- Databases: MySQL, SQL
- Tools: Git, Visual Studio Code
- Operating Systems: Windows, Linux, macOS

Languages

- English – Advanced
- Malayalam – Native
- Hindi – Working Proficiency