

## Resume

Roshan Mid

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### Professional Summary

Detail-oriented professional with 2 years of experience in IT support. Familiar with basic production support tasks and eager to expand technical expertise. Adept at collaborating with teams and resolving basic technical issues. Basic understanding of Java, SQL, and ITIL processes.

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### Technical Skills

- **Programming Languages:** Basic Java, OOPS concepts
  - **Frameworks:** None
  - **Database Management:** Basic SQL knowledge
  - **Operating Systems:** Unix/Linux basics, Windows
  - **Tools & Platforms:** None
  - **Web Technologies:** HTML, CSS
  - **Testing Tools:** None
  - **Process Frameworks:** Basic understanding of ITIL
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### Professional Experience

#### IT Support Assistant | Tech Solutions Pvt Ltd

*Bangalore, India | Jan 2022 – Present*

- Assisted in resolving Level 1 technical issues and escalating complex problems to senior staff.
- Conducted basic system monitoring and troubleshooting for client applications.
- Gained experience working in a production support environment.

#### Junior IT Intern | Innovative IT Services

*Bangalore, India | Jun 2021 – Dec 2021*

- Supported team with basic system checks and maintenance tasks.
- Participated in preparing reports and documenting recurring issues.

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## Education

- **Bachelor of Science (BSc) in Computer Science**  
[Your University Name], [City, State]  
[Graduation Year]

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## Key Projects

### Basic System Monitoring Tool

- Developed a simple system monitoring script using shell scripting to track server uptime and performance.

### HTML and CSS Website

- Designed a small-scale informational website for a college project using HTML and CSS.

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## Behavioral Skills

- Strong verbal communication
- Eager to learn new technologies
- Team player with good collaboration skills

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## What I Offer

- **Motivation to Learn:** Committed to enhancing technical knowledge and contributing to team success.
- **Problem-Solving Skills:** Ability to analyze and address basic technical challenges.

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**References available upon request.**