



# Safvan Melethil

**Address:** Al Safa, Jeddah, Saudi Arabia  
**Phone:** +966 561070932 , +91 9633147833  
**Email:** safvanmelethil2@gmail.com  
**Portfolio:** [bit.ly/SafvanMelethil](https://bit.ly/SafvanMelethil)

## SUMMARY

I am a versatile professional with expertise in software development, hardware solutions, and business development. Skilled in leadership, communication, and client management, I drive productivity and collaboration. With a results-driven approach, I develop solutions that enhance efficiency and growth. Experienced in IT support and infrastructure, I troubleshoot hardware, software, and network issues. I have led multiple projects, ensuring seamless execution and client satisfaction. Committed to continuous learning, I leverage emerging technologies to align business goals with innovation.

## PROFESSIONAL SKILLS

- System & Network Admin
- Hardware & Software
- Maintenance
- Performance Monitoring & Optimisation
- VPN Configuration
- OS Management
- Security & Data Protection
- Network Troubleshooting
- Server Management
- Database Management
- Front-End Web Development
- Microsoft Office 365
- Google Workspace
- Zoho Invoicing
- Project Management tools
- ERP Data Entry and Management
- SAP S/4 Hana - Cloud
- SAP Material Management
- SAP Warehouse Management
- Team Leading and Management
- Communication and Presentations
- Business Development Activities

## WORK EXPERIENCE

**Technical Support Engineer** Apr 2025 - Present  
**United Pharmaceutical Company - Jeddah, Saudi Arabia**

- Troubleshoot and resolve SAP-related issues for users and clients.
- Perform system configuration, updates, and maintenance for SAP environments.
- Manage hardware, software, and network troubleshooting.
- Provided technical assistance for ERP systems and related applications.
- Handle system upgrades, patches, and performance tuning.
- Collaborate with cross-functional teams to resolve IT issues.
- Ensure data security, backup, and disaster recovery processes.
- Document technical issues, solutions, and standard operating procedures.

**Web Developer / Technical Support** Jan 2023 - Feb 2025  
**Freelance - Jeddah, Saudi Arabia**

- Provided Microsoft support, resolving OS, software, and licensing issues.
- Diagnosed and fixed network file-sharing problems for seamless collaboration.
- Assembled, configured, and maintained computer systems for optimal performance.
- Managed system security, user access, and antivirus configurations.
- Configured and optimized network devices for performance and security.
- Developed a modern, user-friendly family website ([alabdulwahid.com](https://alabdulwahid.com)).
- Built a real estate website ([wahjwatan.sa](https://wahjwatan.sa)) with property listings and advanced search.
- Created a responsive photography portfolio website ([omranphotography.com](https://omranphotography.com)).

## Junior Web Developer

Jun 2024 - Aug 2024

### Tefora Software Solutions - Malappuram, Kerala, India

- Developed responsive websites using HTML, CSS, and JavaScript.
- Built user-friendly interfaces, ensuring cross-device compatibility.
- Assisted in front-end and back-end development for dynamic web applications.
- Optimized website performance for speed and SEO.
- Fixed bugs and implemented UI/UX improvements.
- Collaborated with teams to deliver customized web solutions.
- Integrated APIs and third-party services into web projects.
- Maintained and updated websites for functionality and security.

## EDUCATION

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### Mini Masters of Business Administration

Dec 2024 - Feb 2025

London Institute of Business and Management - London, England

- Business Management and Development
- Leadership and Management of customer relation.

### Honours Diploma in Computer Hardware and Networking

Feb 2024 - Oct 2024

G-tec Computer Education - Malappuram, Kerala, India

- Computer Hardware Assembly and Troubleshooting
- Network Config and Troubleshooting

### Bachelor of Technology in Computer Science and Engineering

May 2020 - Apr 2024

Mea Engineering College - Kerala, India

- Team Lead for various Campus Technical Organisations.
- AI-Enhanced Precision Crop Rotation Management | **Publication**

### High School

Mar 2018 - Apr 2020

Central Board of Secondary Education - Jeddah, Saudi Arabia

- School Head Boy for the academic year 2019 - 2020.
- Science fair Outstanding Performer

## CERTIFICATIONS

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### Certified IT Support Professional

- Issued By : Google | **Credential**

### Certification Course in Computer Hardware And Networking

- Issued By : Jain University Bangalore | ID : JAINX/GT/2024/2882

### Program Management Professional (PgMP)

- Issued By : IBM | **Credential**

### British Council English Core and Spoken B2

- Issued By : British Council | ID : c5f644cb

## ADDITIONAL INFORMATION

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- **Marital Status:** Single
- **Date Of Birth:** 09/01/2002
- **Nationality:** Indian
- **Languages:** Malayalam, English, Arabic & Hindi
- **Projects:** *Real-Time Chat Application (MERN Stack)*, *Furniture.ly*, *Homigo Real-estate*
- **Awards/Activities:** Best Social Startup Award - Enova 2021, Best Idea Presenter Award - Envision 2020, Al Mawarid International School Jeddah 2019 - 2020 Academic Head Boy.