ALBIN JOSEPH

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SUMMARY

A highly driven 2025 graduate in computer science with proficiency in Linux, Networking, Python and SQL among other core programming languages. Known for being a quick and adaptable learner who has proven the ability to solve problems by creating a patented hardware-based system. Eager to contribute to innovative projects across software, data and emerging technology domains.

PROFESSIONAL EXPERIENCE

VOIP SUPPORT ENGINEER   **June 2025 - Jan 2026**

COMSTREAM TECHNOLOGIES PVT LTD │ Kottayam, India

- Troubleshot and resolved VoIP and PBX issues across SkySwitch, NetSapiens platforms.
- Managed VoIP feature configuration including extensions, DID routing, ring groups, queues and configured IP phones and Gateways (Grandstream, Yealink).
- Analyzed SIP/RTP behavior and platform logs to identify call-related issues.
- Used Wireshark and tcpdump (basic) for diagnostics and troubleshooting support.
- Applied networking fundamentals (TCP/IP) during VoIP issue investigation.
- Managed and prioritized Tier 2/3 technical support tickets through Zendesk and Autotask, ensuring prompt resolution of critical system issues

EDUCATION

Bachelor of Technology in Computer Science Engineering   **2021 - 2025**
Amal Jyothi College of Engineering (Autonomous), APJAKTU, India │ 7.24 CGPA

Senior Secondary Education   **2019 - 2021**
St Antony's Public School (Central Board of Secondary Education) │ 90%

PROJECTS & INNOVATIONS

- **A Visual Break System and Method for Reducing Eye Strain in Computer Users (Patent Pending) :** Designed a hardware-based system that automates the 20-20-20 rule through timed prompts to reduce digital eyestrain for computer users.
- **Chatbot for Language Learning :** Developed an interactive chatbot integrating gamified lessons and progress tracking to enhance user engagement and language acquisition.
- **Sign Language Detection using Arduino :** Engineered a wearable assistive device using flex sensors to translate sign language gestures into text, improving communication accessibility.
- **Science Excursion website :** Contributed to a registration platform for ScienceExcursion.in to facilitate educational visits and practical science exposure for school students.

- **Skills:** Linux, Networking, Python, SQL, Problem Solving, Fast Learner, Teamwork
- **Languages:** English, Hindi, Tamil, Malayalam
- **Certifications:** Ethical Hacking, Data Fundamentals, Database Foundations, Data Analytics
- **Awards/Activities:** Selected at the district level in the Young Innovators Programme 5.0 for the Timely Medicine Refill System project, awarded ₹25,000 in funding.