

ASHIFF MOHAMMED

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PROFILE SUMMARY:

Motivated and tech-savvy IT Support Professional with hands-on experience in technical support, network planning, and frontend design. Skilled in analyzing customer enquiries, troubleshooting issues, and coordinating with cross-functional teams for quick resolution. Proficient in tools like Salesforce, ArcGIS, GeoHUB, and Orion, with a solid foundation in HTML, CSS, JavaScript, and Python. Eager to contribute to efficient system operations, customer satisfaction, and continuous process improvement.

EXPERIENCE:

Tech Mahindra - Associate Technical Support / Network Planner	May 2025 – Present
<ul style="list-style-type: none">Provide technical support for fibre network operations, analyzing customer enquiries and routing them to relevant teams for resolution.Utilize tools such as ArcGIS, Piper, Salesforce, GeoHUB, and Orion to assess network feasibility, plan routes, and manage service requests.Coordinate across departments via email and ticketing systems to ensure timely and accurate issue resolution.Document support cases and maintain up-to-date knowledge of internal tools and processes for efficient troubleshooting.	
Hexaware Technologies - Email Executive	Aug 2022 – Sep 2023
<ul style="list-style-type: none">Resolved high-volume email-based client issues and documented resolutions.Assisted in diagnosing software-level issues and coordinated with tech teams for resolution.Followed internal protocols for documentation and response.Provided remote troubleshooting and customer updates to ensure resolution satisfaction.	

TECHNICAL SKILLS:

- Support Tools:** Email Ticketing System, MS Excel, Salesforce, ArcGIS, Piper, GeoHUB, Orion
- Frontend:** HTML, CSS, Bootstrap, ReactJS. **Backend:** Python
- Database:** MySQL
- Others:** Git, GitHub

PROJECTS:

Bank Transaction System | Python

- Created a console-based bank system using OOP and file handling.
- Simulated deposit, withdraw, balance check, and transaction logs with exception handling.
- Demonstrated ability to structure code and think logically like a support script.

Personal Portfolio | HTML, CSS, JAVASCRIPT, BOOTSTRAP | [View Project](#)

- Developed a responsive portfolio website using HTML5, CSS, and JavaScript to demonstrate front-end and UI/UX design skills.
- Implemented interactive features and animations to enhance user engagement and overall site functionality.

SQL Case Study Project | MySQL | [View Project](#)

- Analysed real-world business data using MySQL to derive insights.
- Wrote complex queries using JOINS, GROUP BY, HAVING, and subqueries.
- Focused on data-driven decision making and query optimization.

STRENGTHS:

- Strong oral and written communication
- Quick learner, adaptable to dynamic technical and support environments
- Skilled in analyzing issues, identifying root causes, and coordinating resolutions across teams
- Detail-oriented with good understanding of system workflows and network tools
- Interested in system performance, automation, and basic UI design concepts

EDUCATION & CERTIFICATION

- Bachelor of Computer Applications (**BCA**) Agurchand Manmull Jain College - 9.16 CGPA **(2019 – 2022)**
- Certification: Python Full Stack Development at Besant Technologies