

FREEWIN DIAS

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SUMMARY

Detail-oriented Software Developer with 1+ year hands-on experience in website development and maintenance, troubleshooting software systems, and technical support in fast-paced environments. Skilled in configuring IT infrastructure, updating web content, issue tracking, and delivering reliable solutions with strong problem-solving and communication abilities.

SKILLS & QUALIFICATIONS

- ❖ **IT Support Experience:** 1+ year experience maintaining and updating a school website with backend access, supporting web-based systems and applications.
- ❖ **Technical Troubleshooting:** Diagnosed and resolved hardware, software, and system issues using structured problem-solving and debugging techniques.
- ❖ **System & Device Configuration:** Set up and maintained computers, software, and peripherals to ensure performance, reliability, and compatibility.
- ❖ **Technical Communication:** Clearly explained technical issues to non-technical users; documented, tracked, and resolved support requests efficiently.
- ❖ **System Access & Reliability:** Trusted with administrative access to systems and website backend, following security and best practices.

EDUCATION

Master of Science in Applied Computer Science (MSACS)

2026 – Present

Fairleigh Dickinson University | Vancouver, BC

Bachelor of Engineering in Computer Engineering

2021 – 2024

St. John College of Engineering & Management | Mumbai, India

7.32 GPA

WORK EXPERIENCE

IT Support

September 2024 – October 2025

Our Lady of Nazareth High School & Jr College | Mumbai, India

- ❖ Redeveloped and optimized school website, improving page load speeds by 40% through performance tuning and maintenance.
- ❖ Troubleshoot software/hardware issues across 100+ computers and devices, resolving 95% of tickets within response time goals.
- ❖ Configured and deployed IT systems through proactive system administration.
- ❖ Managed ticketing systems and servers with clear stakeholder communication.

PROJECTS

I-Fineart | [Link](#)

- ❖ Developed a PHP-based web application (I-Fineart) to dynamically display art collections and portfolio content.
- ❖ Implemented responsive UI components and server-side logic, improving performance and usability across devices.
- ❖ Managed structured data and content rendering, supporting 50+ records with optimized page load times.
- ❖ Tech Stack: PHP, HTML5, CSS3, JavaScript, MySQL, Git/GitHub, basic SEO.

JewelARy

Mumbai, India

St. John College of Engineering & Management

June 2023 – April 2024

- ❖ Developed JewelARy, an AR-enabled jewellery shopping web application allowing users to virtually try on jewellery using augmented reality.
- ❖ Implemented AR try-on functionality and interactive product pages, enhancing user experience and engagement.
- ❖ Built dynamic shopping features, including product listings and real-time visualization to support user purchase decisions.

CERTIFICATIONS & ACHIEVEMENTS

“JewelARy – Jewellery E-Commerce App using Augmented Reality” - IEEE Research Paper | [Link](#)

October 2024

“Python” – Kaggle | [Link](#)

March 2024