

FARSAD FAIZAL

IT Support / Technical Support Associate (Customer-Facing, Software Background)

+91 78929 46341 | farsadfaisal@gmail.com | Madiwala, Bangalore, India

PROFESSIONAL SUMMARY

Customer-focused IT Support professional with a software development background and hands-on experience in application troubleshooting and issue analysis. Strong in customer communication, incident handling, and process adherence. Trained in Cyber Defence with solid fundamentals in networking, operating system, and security basics.

TECHNICAL SKILLS

- Windows & Linux Basics
- Application Troubleshooting
- Networking Fundamentals
- TCP/IP, DNS, DHCP
- SQL Basics
- Security Fundamentals

SUPPORT & OPERATIONS SKILLS

- Ticket handling & issue tracking
- Incident and problem management
- SLA adherence and documentation
- Customer communication (voice, email, chat)
- Root cause analysis and escalation handling

PROFESSIONAL EXPERIENCE

Travidux Technologies pvt. ltd.

Junior Software Developer | JAN 2022 - JAN 2023

- Assisted in troubleshooting application issues across frontend and backend modules
- Supported bug fixing and basic feature enhancement under senior developer guidance
- Performed basic database checks and data validation using PostgreSQL
- Helped analyze user-report issues and reproduce problems for resolution
- Documented issues, fixes, and application behavior for internal reference

Software Developer | APR 2023 - AUG 2023

- Provided application-level technical support and resolved user-reported issues
- Investigated bugs, logs, and system behavior to identify root causes
- Worked on backend and frontend issues resolution using Python and Angular
- Performed database queries and checks using PostgreSQL to support issue analysis
- Coordinated with internal teams to ensure timely resolution and clear communication

TRAINING & INTERNSHIP

Python Developer Intern | SoftLoom IT Solutions | 6 Months

- Assisted in Python-based application debugging
- Supported issue analysis and documentation

Python Programming Bootcamp | Udemy | 100 Days

- Covered Python fundamentals and problem-solving
- Practiced scripts and exercises to reinforce concepts

TOOLS & TECHNOLOGIES

- Python
- PostgreSQL
- Angular
- GIT
- Linux, Windows

EDUCATION

Advanced Diploma in Cyber Defence
Red Team Hacker Academy | 2023 - 2024

Higher Secondary Education (Plus Two)
NIOS | Deepa College | 2012