

# FARSAD FAIZAL

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

+91 78929 46341 | farsadfaizal@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