



MD FAISAL KAMAL

Software Engineer

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📍 Indore, India

☎ 9591335741

PROFILE

- 5 years of IT experience which includes experience in Front-end development using React Js and IT Operations.
- Experienced in developing web pages using Html/HTML5, CSS/CSS3, Javascript, React Js, Bootstrap and JSON.
- Provided second-level technical support to end users via Service Now for various IT applications, including access rights/Password change for users.
- Performed troubleshooting techniques over the phone or via web messenger to identify and resolve issues.
- Established patterns to reoccurring issues and provided input to development teams.
- Accessed and documented procedures, tools, and manuals to provide support on company-supplied hardware and equipment.
- Maintain updated knowledge of company products and services to better provide customer support and service solutions.
- Keep customers informed of progress during issue life cycle and make communications in a timely manner.
- Assist team members and provide support and solutions to customer queries to meet company objectives.

EMPLOYMENT HISTORY

IT Support Executive, Tata Consultancy Services, Indore

September 2018 — August 2019

- Provided second-level technical support to end users via Service Now for various IT applications, including access rights/Password change for users.
- Performed troubleshooting techniques over the phone or via web messenger to identify and resolve issues.
- Established patterns to reoccurring issues and provided input to development teams.
- Accessed and documented procedures, tools, and manuals to provide support on company-supplied hardware and equipment.
- Maintain updated knowledge of company products and services to better provide customer support and service solutions.
- Keep customers informed of progress during issue life cycle and make communications in a timely manner.
- Assist team members and provide support and solutions to customer queries to meet company objectives.

Front End Developer, Tata Consultancy Services, Indore

September 2019 — August 2023

- Developing web pages using ReactJs, Html/HTML5, CSS/CSS3, Javascript, , Bootstrap, JSON.
- Building singlepage web applications by integrating different components in React Js.

EDUCATION

Bachelor of Technology in Electrical and Electronics, Manipal Institute Of Technology, Manipal, Karnataka August 2014 — May 2018

LINKS

[LinkedIn](#)

<https://codesandbox.io/embed/stupefied-goldwasser-8v2yt3?file=/src/Form.js&codemirror=1>

<https://qkz96s.csb.app/>

<https://codesandbox.io/embed/nostalgic-shirley-3gw6md?fontsize=14&hiddenavigation=1&theme=dark&view=preview>

<https://3ddchx.csb.app/>

SKILLS

ReactJs



Microsoft Office



Bootstrap



CSS



React



HTML5



JavaScript



IT Support



JavaScript



CSS3



jQuery



C++



HTML & CSS



Git



Service Now



HOBBIES

Resistance Training, programming and coding.

LANGUAGES

English.

Hindi



COURSES

Automize Business Communication using Power Automate, Coursera

August 2022 — August 2022

RiO : SoftSkill for Application Operation Team Members_Intermediate, Tata Consultancy Services

January 2021 — January 2021

Process : ITIL Foundation Certification, Tata Consultancy Services

December 2018 — December 2018

Digital : Internet Of Things_Foundation, Tata Consultancy Services

November 2018 — November 2018