MOHAMED RILWANUDEEN

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PROFESSIONAL SUMMARY

IT Support Engineer with 3 years of experience providing user support, managing IT systems, and assisting in system upgrades and migrations. Skilled in remote support, security compliance, and handling company-specific applications. Reliable, detail-oriented, and quick to adapt in fast-paced environments..

TECHNICAL SKILLS

OPERATING SYSTEMS : Windows 10/11

HARDWARE SUPPORT Desktops, Laptops, Printers, and Network Devices.

MICROSOFT 365: Outlook, Word,Excel, Teams, Power Point,Onedrive.

SOFTWARE INSTALLATION AND CONFIGURATION: Install, configure, and troubleshoot software applications, including Microsoft Office, Google Suite, and antivirus software.

NETWORKING : Understand networking concepts, including LAN, WAN, , DNS,ADS and DHCP.

SUPPORT TOOLS : TeamViewer,AnyDesk,Remote Desktop.

PROBLEM SOLVING AND ANALYTICAL SKILLS: Strong problem-solving skills, with the ability to analyze complex technical issues and develop effective solutions

COMMUNICATION AND CUSTOMER SERVICE: Excellent verbal and written communication skills, with the ability to explain technical concepts to non-technical users and provide excellent customer service.

EXPERIENCE

IT SUPPORT   Oct 2023 – Dec 2024
AMTP Software Private Ltd   *Chennai,India*
·**End User Support :** Provided support for company-specific applications and daily user issues..

· **IT Projects System Upgrades:** Assisted with IT project planning, system upgrades, and platform migrations.

·**Microsoft 365 Network Access Management:** Managed Microsoft 365 accounts, VPN access, and local troubleshooting.

·**IT Security Compliance:** Ensured compliance with organizational IT security policies.

·**Remote Support:** Delivered remote support using Any Desk and TeamViewer.

·**IT Asset Management:** Managed IT assets, including hardware, software

·**Collaboration with Development Team:** Collaborated with the development team to resolve technical issues, test new software releases, and provide feedback on IT infrastructure and services.

Customer Service: Ensured high levels of customer satisfaction through timely and effective resolution of technical issues.

RADIO FREQUENCY IDENTIFICATION USING IOT   Jan 2023 – May 2023
IT Expert Training   *Chennai,India*
· **Developed RFID-based Attendance System with IoT Integration**: Designed and implemented an RFID-based attendance system that utilized IoT technology to track attendance in real-time, with data automatically synced to Google Sheets.

· **Created Automated Attendance Tracking with Google Sheets Integration**: Successfully integrated RFID readers with Google Sheets, enabling automatic attendance tracking and updates in real-time, eliminating manual errors and increasing efficiency

· **Implemented Real-time Data Analytics with IoT and Google Sheets**: Utilized IoT devices and Google Sheets to collect and analyze attendance data in real-time, providing insights into attendance patterns and trends.

· **Developed and Integrated WiFi-based Communication Protocol for RFID Data Transmission** :- Designed and implemented a WiFi-based communication protocol to transmit RFID data to Google Sheets, ensuring reliable and efficient data transfer.
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IT SYSTEM ADMINISTRATOR   Jun2019 – Feb 2021
Tiles Park Exclusive Showroom   *Thiruvarur,India*

· **Customer Interaction and Network Infrastructure**: Managed and maintained all IT Systems within the showroom, Including POS Systems,Customer Interaction displays,and network infrastructure,ensuring smooth daily operations.

· **Point-Of-Sale (POS)System Support**: Provided ongoing support and maintenance for pos systems,ensuring accuracy in transaction,data synchronization,and System uptime

· **User Support and Training**: Provided Technical support to showroom staff resolving hardware and software issues promptly.

· **Software and Hardware Maintenance**:- Performed regular maintenance on all showroom IT equipment,including desktops,printers and network devices.

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EDUCATION

University Of Madras   The New College,Chennai
MSC Computer Science   *AUG 2021-May 2023*
University Of Madras,   Mohamed Sathak College Of Arts and Science
BSC Computer Science   *JUN 2016-May 2019*

CERTIFICATIONS

Cryptography And Network Security   Nptel Swayam
                                                                              2022

Java FullStack Developer   Accord Info Matrix
                                                                              2023
Microsoft 365 Administration   Linkedin Learning
                                                                           05/2025