



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

AMTP Software Private Ltd

Oct 2023 – Dec 2024

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

IT Expert Training

Jan 2023 – May 2023

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.

IT SYSTEM ADMINISTRATOR

Tiles Park Exclusive Showroom

Jun2019 – Feb 2021

Thiruvavur,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.

EDUCATION

University Of Madras

MSC Computer Science

The New College, Chennai

AUG 2021-May 2023

University Of Madras,

BSC Computer Science

Mohamed Sathak College Of Arts and 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