

MOHAMED RILWANUDEEN

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PROFESSIONAL SUMMARY

Dedicated and results-driven IT Support Specialist with over 3 years of experience in delivering technical support, maintaining IT infrastructure, and ensuring business continuity. Proven ability to resolve hardware, software, and networking issues efficiently. Adept at providing multilingual support and collaborating with diverse teams in high-pressure environments.

TECHNICAL SKILLS

OPERATING SYSTEMS :Windows 10/11, Window server 2016/2019 .

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

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

•**Operating System**:Installed, configured, and managed Windows OS,Troubleshooted and resolved OS-related issues,Implemented OS security patches and updates,Managed user accounts, permissions, and access control.

• **Technical Support for Employees**: Provided technical assistance and support to employees for hardware, software, and network-related issues.

•**Troubleshooting and Resolution**: Identified, analyzed, and resolved technical problems using diagnostic tools and techniques, ensuring minimal downtime and maximum productivity

•**Maintenance of IT Infrastructure**: Monitored and maintained IT infrastructure, including servers, networks, and databases, to ensure smooth operation and high availability.

•**Software Installation and Configuration**: Installed, configured, and upgraded software applications, including Microsoft Office, antivirus software, and other productivity tools.

• **Network Administration**: Administrated and troubleshooting network devices, including routers, switches, and firewalls, to ensure secure and reliable connectivity.

•**IT Asset Management**: Managed IT assets, including hardware, software, and licenses, to ensure compliance and optimal utilization.

•**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.

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