

MOHAMMED MUSTHAFA V

IT SUPPORT | TECHNICAL SUPPORT

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SUMMARY

IT Support Professional with 1 year of experience, complemented by internships and roles in software development. Aspiring to grow as a Software Engineer or IT professional by contributing to innovative projects and the success of the organization.

SKILLS

- **Technical Skills:**

Front-End Web Development, Python Programming, Database Management, IT Support ,Technical Support ,Troubleshooting, Microsoft Office

- **Soft Skills:**

Communication, Problem-Solving,Leadership,Quick Learning Efficiency,Teamwork, Project management,

WORK EXPERIENCE

IT | Technical Support (APRIL 2024 - APRIL 2025)

STARLEX HEALTH SERVICES AND PRODUCTS PRIVATE LIMITED

- Provided technical support for software and IT systems, ensuring smooth operations.
- Troubleshoot hardware and software issues, resolving them efficiently to minimize downtime.
- Assisted in database management and maintained system security protocols.
- Assisted customers by identifying and resolving technical or service-related issues Provided timely and effective solutions via [phone/email/chat] to ensure customer satisfaction.
- Led and managed the returns department, overseeing the entire product return and exchange process.
- Ensured compliance with company policies and quality standards while handling return requests and product inspections.

INTERSHIP

Python Developer (October 2023)

SOFTEN TECHNOLOGIES

Developed and maintained Python-based applications, contributing to project deliverables.
Collaborated with senior developers to debug and optimize code for better performance.
Gained hands-on experience in software development life cycles and agile methodologies.
Received an internship certificate for outstanding performance and dedication.

PROJECTS

Diary Management

Back-End using **Python** and **SQL**, Front-End using **Html** and **CSS**

EDUCATION

Master of Computer Applications (**MCA**)
University of Calicut, Kerala, India

Graduated: 2023

Bachelor of Computer Application (**BCA**)
University of Calicut, Kerala, India

Graduated: 2021
