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.
- Troubleshot 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**)   **Graduated: 2023**
University of Calicut,Kerala,India

Bachelor of Computer Application (**BCA**)   **Graduated: 2021**
University of Calicut,Kerala,India