

# Mithul Pranav M

(Software Engineer)

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## EDUCATION

### Panimalar Institute of Technology

Bachelor of Engineering (Computer Science Engineering)

Chennai, India

September 2020 - April 2024

### Velammal Matriculation Higher Secondary School

Higher Secondary (Computer Science)

Chennai, India

June 2018 - August 2020

## SKILLS

- **Languages:** HTML, CSS, JavaScript, Java, React
- **Frameworks:** Express.js, Node.js
- **Databases:** MySQL, MongoDB
- **Core Concepts:** Algorithms, Data Structures, OOP, Design Patterns
- **Tools:** Git, GitHub, Postman

## WORK EXPERIENCE

### Tech Mahindra | Associate Customer Support

Sep 2024 - Present

- As a Backend Associate at Vi Telecom, I resolved product issues and provided timely services to roaming customers across multiple regions. I assisted international customers with network and internet-related problems, using advanced troubleshooting techniques. When necessary, I escalated unresolved issues to the network team for further resolution.

## PROJECTS

### Chat Application - MERN Stack | Socket.io, JWT, Zustand | [LINK](#)

August 2024 – September 2024

- Developed an offline real-time chat application with the MERN stack and Socket.io for seamless communication.
- Implemented JWT authentication and authorization for secure user access and role-based features.
- Integrated Zustand for global state management, improving performance and reducing unnecessary re-renders.
- Utilized TailwindCSS and DaisyUI for responsive, user-friendly interfaces, enhancing the overall user experience.
- Focused on robust error handling across both client and server for smooth performance.
- Successfully deployed the application with real-time messaging capabilities, with plans for future scalability and additional features.

### Restaurant Website | PHP, Bootstrap, SCSS, JavaScript, HTML, CSS | [LINK](#)

July 2024 – July 2024

- Developed a responsive restaurant website using PHP, Bootstrap, SCSS, JavaScript, HTML, and CSS to offer a seamless user experience for exploring restaurant services, making bookings, and contacting the team.
- Implemented key features including dynamic home page, detailed About Us section, interactive menu, easy booking form, and customer testimonials.
- Integrated social media links for user engagement and a showcase of the talented restaurant team.
- Deployed the website for free, with full responsiveness across all devices using Bootstrap and SCSS.

### Threads Clone | MERN + Socket.io + Chakra UI | [LINK](#)

September 2024 – October 2024

- Developed a full-stack social media app with MERN and Socket.io, featuring real-time chat and responsive design using Chakra UI.
- Implemented key features like JWT authentication, post creation, deletion, like/unlike, commenting, and follow/unfollow.
- Added Freeze Account, Dark/Light Mode, and a Chat app with image support and message status (Seen/Unseen).
- Deployed the app for free, with notification sounds and cross-platform accessibility.

## CERTIFICATES

### Java Programming | GUVI | [CERTIFICATE](#)

January 2023

- Developed knowledge of foundational Java programming concepts with a focus on object-oriented programming, data structures, algorithms, and multi-threading.

### Cyber Security Foundation | Infosys Springboard | [CERTIFICATE](#)

November 2023

- Gained foundational knowledge in cybersecurity, covering topics such as data protection, network security, and secure coding practices.