Mithul Pranav M
(Software Engineer)

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EDUCATION

Panimalar Institute of Technology   Chennai, India
Bachelor of Engineering (Computer Science Engineering)   **September 2020 - April 2024**
Velammal Matriculation Higher Secondary School   Chennai, India
Higher Secondary (Computer Science)   **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.