

A MOHAMMED RIYAS

Gmail ✉: mohammedriyas6379@gmail.com Ph: +91 6379213900 Location: Tirupur, Tamil Nadu
[Link](#)



CAREER OBJECTIVE

Dedicated and skilled Technical Analyst and Service Engineer with over 4 years of experience in simulator-based training, technical support, and Python testing. Seeking to contribute to my expertise and problem-solving abilities in a challenging environment that encourages continuous learning and growth.

EDUCATIONAL QUALIFICATION

- B.Sc. in Electronic and Communicative system (ECS) - RVS College of Arts and Science, Coimbatore — Bharathiyar University (2021) – **75.05%**.

PROFESSIONAL EXPERIENCE

- 4 Years experience at IT Support Desk Engineer – Vertex Research Center Pvt Ltd, Tirupur (Jan 2021 – 2025 Present)
- Delivered technical support for 60+ daily tickets related to system crashes, email issues, and connectivity problems.
- Used Zendesk for ticket tracking and resolution and Configured printers, VPNs, and Wi-Fi for internal users.
- Managed Active Directory user accounts and handled IT Internal and LAN tasks.
- Created internal documentation and knowledge base articles, improving resolution time by 25%.

TECHNICAL SKILLS

- IT desktop Support & Troubleshooting.
- Windows Administration (Windows server 19/22).
- OS versions: Windows/Linux (Ubuntu) and MAC OS.**
- Operating System tools: **Rufus, Ventoy and woeUSB**
- Remote Desktop Tools: **TeamViewer, Any Desk, Ultra Viewer.**
- Ticketing Tools: **Odoo, ServiceNow, Zendesk.**
- MSO tools: **Office 365.**
- Simulators Software Testing - Manual.
- Simulators Installation - Electrical Software Inspection.
- Server Racking Tools / Printer and VPN Configuration.
- Customer Service & Documentation- **Power BI/ MS 365.**

STRENGTHS

- Team Leadership and Coordination.
- Time Management and Plans Scheduling.
- Strong Communication Skills.
- Strong Interpersonal Skills.
- Quick Learner and Adaptable.
- Self-Motivated and Confident.

CODING KNOWLEDGE

- Python.

LANGUAGE

- English.
- Tamil.

CERTIFICATIONS

- Infosys Skill Development Program.
- AI dashboards using Microsoft Power BI.
- ChatGPT for Everyone – Certification and Python Programming.
- Meta ads 101 – Guvi.
- AI skill program – Novi Tech.
- AI Microsoft Azure Fundamentals – Microsoft.

PROJECTS

Digital Oscilloscope Using STM32

- Tools: STM32 Microcontroller, TFT Display, ADC / Duration: Nov 2022 – Jan 2023
- Description: Created a basic digital oscilloscope capable of visualizing Analog signals on a small screen.
- Role: Programmed signal acquisition and display logic, and optimized sampling rates.