Contact Info

✉ athilasharaf724@gmail.com

☎ +971568228063

◎ Thrissur, Kerala

Key Skills

- Data Entry & Typing Accuracy
- IT Helpdesk Support
- Front-End Coding (HTML/CSS)
- Hardware & Software Troubleshooting
- Network Configuration
- MS Excel & Office Tools
- Content Writing & Editing
- WordPress Management
- Computer Literacy
- Ticketing Systems (Basic)
- Operating Systems (Windows/Linux)
- System Backup & Security
- Canva Design Tools
- Technical Documentation
- Communication Skills
- Video Editing (Basic)
- English & Malayalam Fluency
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- Analytical Thinking
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IT Support Executive | Data Entry & Technical Assistant | WordPress & Front-End Support

PROFESSIONAL SUMMARY

Enthusiastic and technically skilled IT Support Executive with a B.Tech in Computer Science, hands-on experience in software and hardware troubleshooting, and strong knowledge in data entry, WordPress, Excel, and front-end development. Proven ability to handle customer queries, maintain technical documentation, and deliver IT-based solutions efficiently. Looking for dynamic roles in Data Entry, IT Support, Technical Assistant, or Content/Operations Support to grow and contribute to organizational success.

WORK EXPERIENCE

IT Support Executive
LuLu Warehouse, Hyderabad
June 2023 – Aug 2024

- Provided real-time technical support to internal teams and customers via phone and email.
- Installed, configured, and updated hardware and software systems.
- Maintained LAN/WAN connections and monitored system performance regularly.
- Diagnosed system malfunctions and resolved issues to minimize downtime.
- Performed daily data backups to secure operational continuity.
- Documented IT workflows, network maps, and user manuals.
- Conducted periodic system audits to ensure security compliance.
- Provided user training and guided staff in using software applications efficiently.
- Created ticket logs and escalated unresolved issues to higher technical teams.
- Assisted with procurement and installation of IT peripherals and accessories.

Language

- **English**
- **Malayalam**

Projects & Achievements

Tiny Text Wrapper
Developed a mini tool that captures handwritten text and converts it into an editable text format.
1st Prize winner at the B.Tech 2nd Year Tech Fair.

Write Rule Breaker (Ongoing)
Designing an online automated exam platform aimed at reducing manual evaluation efforts.
Secured 2nd Prize in the Inter-College Coding Competition.

Personal Details

- **DOB: 13/06/1999**
- **Passport No: T0905416 (Valid till: 27/11/2029)**

Education

B.Tech – Computer Science & Engineering
Kalam Technical University, Thrissur, Kerala | 2021

Higher Secondary (Science Stream)
St. Joseph's E.M.H.S.S, Aloor | 2017

ICSE – Secondary Education
Holy Child Central School, Snehagiri | 2015