Mohammed Asarudheen

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IT Support Engineer

Motivated IT Support Engineer with a robust background in system troubleshooting, incident management, and ERP software administration. Adept at minimizing downtime through prompt fault diagnosis and proactive client training, I combine server maintenance with comprehensive networking skills to ensure seamless IT operations. My hands-on expertise in Python, JavaScript, and SQL, along with a solid grasp of network protocols and modern IT support practices, bolsters my commitment to delivering superior customer service and operational efficiency.

WORK EXPERIENCE

Meshilogic   01/2022 - 12/2023
Technical Engineer • Full-time   Calicut, Kerala

- **ERP Deployments & Incident Management:**
  - Administered ERP software deployments while diagnosing technical faults and resolving issues promptly via IT service management tools.
  - Logged and tracked incidents meticulously to reduce recurring support challenges.
- **Client Coordination:**
  - Served as the primary contact for clients, offering hands-on training for new system features and collaborating with vendors and internal teams for timely issue resolution.
- **System, Data, & Server Maintenance:**
  - Leveraged Microsoft SQL Server to enhance reporting processes, contributing to improved data analysis.
  - Performed routine server maintenance (installing updates, security patches, hardware diagnostics) and used monitoring tools to proactively identify potential issues, ensuring reliable system performance and minimizing downtime.
- **Networking Infrastructure Support:**
  - Assisted with configuring and troubleshooting local area network components—such as routers, switches.

Capcee   08/2020 - 12/2020
Odoo developer trainee • Full-time   Kozhikode, Kerala

- Python-based system customization and optimization, gaining hands-on experience in troubleshooting application-level issues.
- Supported the rollout of new system features by conducting testing, participating in fault diagnosis, and offering timely solutions to minimize service disruptions.
- Contributed insights to improve system performance and assisted in streamlining support operations with an emphasis on effective communication and rapid resolution.

EDUCATION

B.Tech in Computer Science
Cochin College of Engineering and Technology   Valanchery, Malappuram • 05/2020
Plus two
National High Secondary School   Kolathur, Malappuram • 03/2016
Class 10
Irshadiyya   Kolathur, Malappuram • 03/2014

SKILLS

IT Support & Incident Management

- Expertise in rapid fault diagnosis incident logging and resolution
- Proficient with IT service management tools and support desk operations
- Skilled in end-user support through remote desktop tools and effective communication techniques

Programming & Systems Administration

- Familiar with virtualization platforms (VMware
- Hyper-V) for server consolidation and resource optimization
- Languages & Scripting: Python & Node.js
- Operating Systems: Competent in supporting both Windows and Linux server environments

Networking & Systems Support

- Basic firewall configuration. VPN setup & management of secure remote connectivity (Telnet/SSH)
- Deep understanding of the OSI model and TCP/IP protocol suite including DNS DHCP and NAT
- Familiar with routing protocols (RIP/OSPF/EIGRP) IP subnetting (VLSM/FLSM) VLAN configuration
- Hands-on experience with routers switches and wireless access points

CERTIFICATIONS

Full stack developer
University of Helsinki

Architecting with Google Compute Engine
Coursera

PROJECTS

Eye-Controlled Mouse Cursor for Differently Abled
Developed a Python-based application using Dlib, OpenCV, PyAutoGUI, Imutils, and NumPy to control cursor movement with eye gestures.

Personal WhatsApp Bot Project
Personal WhatsApp bot using Node.js, Express.js, React.js, Socket.IO, and PostgreSQL

Levanter plugin web app
Developed a MERN stack web application featuring GitHub login functionality that supports dynamic plugin management, including addition, editing, and user interactions.