

# ASHIFF MOHAMMED

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## PROFILE SUMMARY:

Motivated and tech-savvy IT Support Professional with hands-on experience in technical support, network planning, and frontend design. Skilled in analyzing customer enquiries, troubleshooting issues, and coordinating with cross-functional teams for quick resolution. Proficient in tools like Salesforce, ArcGIS, GeoHUB, and Orion, with a solid foundation in HTML, CSS, JavaScript, and Python. Eager to contribute to efficient system operations, customer satisfaction, and continuous process improvement.

## EXPERIENCE:

### Tech Mahindra - Associate Technical Support / Network Planner

May 2025 – Present

- Provide technical support for fibre network operations, analyzing customer enquiries and routing them to relevant teams for resolution.
- Utilize tools such as ArcGIS, Piper, Salesforce, GeoHUB, and Orion to assess network feasibility, plan routes, and manage service requests.
- Coordinate across departments via email and ticketing systems to ensure timely and accurate issue resolution.
- Document support cases and maintain up-to-date knowledge of internal tools and processes for efficient troubleshooting.

### Hexaware Technologies - Email Executive

Aug 2022 – Sep 2023

- Resolved high-volume email-based client issues and documented resolutions.
- Assisted in diagnosing software-level issues and coordinated with tech teams for resolution.
- Followed internal protocols for documentation and response.
- Provided remote troubleshooting and customer updates to ensure resolution satisfaction.

## TECHNICAL SKILLS:

- **Support Tools:** Email Ticketing System, MS Excel, Salesforce, ArcGIS, Piper, GeoHUB, Orion
- **Frontend:** HTML, CSS, Bootstrap, ReactJS. **Backend:** Python
- **Database:** MySQL
- **Others:** Git, GitHub

## PROJECTS:

### Bank Transaction System | Python

- Created a console-based bank system using OOP and file handling.
- Simulated deposit, withdraw, balance check, and transaction logs with exception handling.
- Demonstrated ability to structure code and think logically like a support script.

### Personal Portfolio | HTML, CSS, JAVASCRIPT, BOOTSTRAP | [View Project](#)

- Developed a responsive portfolio website using HTML5, CSS, and JavaScript to demonstrate front-end and UI/UX design skills.
- Implemented interactive features and animations to enhance user engagement and overall site functionality.

### SQL Case Study Project | MySQL | [View Project](#)

- Analysed real-world business data using MySQL to derive insights.
- Wrote complex queries using JOINS, GROUP BY, HAVING, and subqueries.
- Focused on data-driven decision making and query optimization.

## STRENGTHS:

- Strong oral and written communication
- Quick learner, adaptable to dynamic technical and support environments
- Skilled in analyzing issues, identifying root causes, and coordinating resolutions across teams
- Detail-oriented with good understanding of system workflows and network tools
- Interested in system performance, automation, and basic UI design concepts

## EDUCATION & CERTIFICATION

- Bachelor of Computer Applications (**BCA**) Agurchand Manmull Jain College - 9.16 CGPA (2019 – 2022)
- Certification: Python Full Stack Development at Besant Technologies