

Rabbani Mohyadeen .M

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CARRER OBJECTIVE

Looking for a challenging role in a reputable organization to utilize my technical, database and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trend in the current IT sector.

EDUCATION

Anna University **Aug 2020 – May 2024**
Bachelor of Engineering in Computer Science *CGPA – 8.63*
Krishnasamy College of Engineering and Technology, Cuddalore

State Board **Jun 2019 – Apr 2020**
Higher Secondary Education (HSC) *Percentage – 69%*
St. Dominic Savio Matric Hr Sec School, Nellikuppam

State Board **Jun 2017 – Apr 2018**
Secondary School Leaving Certificate (SSLC) *Percentage – 90%*
St. Dominic Savio Matric Hr Sec School, Nellikuppam

EXPERIENCE

Technical Support Engineer **July 2024 – Present**
Hema's Enterprises Private Limited (Cavinkare Company) *Cuddalore, Tamilnadu*

- Part comprehensive support for applications, resolving end-user technical issues through calls, mails and chat follows-ups.
- Provided advanced technical support for Level 1 and Level 2, showcasing expertise in systems, software and android applications.
- Ensured SLA compliance and worked on improving first-time resolution rates to enhance customer satisfaction. Led onboarding sessions for new technical support specialist.
- Documented and tracked customer inquiries, issues and resolutions using a ticketing system (**Tixie**)
- Resolved technical issues by inspecting status codes and addressing data problems.
- Documented tickets and provided insights to improve support processes and user experience.

TECHNICAL SKILLS

Languages: JavaScript & Python

Tools/Technologies: Git, Github, HTML, CSS, ReactJs and Postman API

Developer Tools: VS Code & Android Studio

Database: SQL

CERTIFICATIONS

Course: ReactJS, Full Stack Development, SQL and Python

PROJECTS

Defense Strategy against Ransomware threats

- Developed a proactive defense strategy against ransomware using “Rangan” for early malware detection and ‘Hash Conceal” for encryption. Designed security measures to safeguard files from cyber threats.

New Movies clone website

- It is a web-based platform that works like popular movie streaming websites, providing an easy-to-use experience with a large collection of movies, TV shows and exclusive content.

Personal Portfolio Website

- It is an online platform created to showcase my skills, experience, projects and achievements. It also serves as a professional portfolio to highlight my expertise and career growth.

Blood Bank Management System

- It is an online platform designed to efficiently manage blood donation and distribution processes. It also includes a blood bank mapping system to help users locate nearby blood banks easily.

Medicine Remainder Application

- Designed a user-friendly app that sends alarm notifications for timely medication intake, ensuring consistency and better health monitoring, implemented features for customizable reminders.

ADDITIONAL INFORMATION

Languages: English, Tamil & Hindi

Area of Interest: Software Developer, Web Developer, Network Engineer, IT Support Specialist, Test Engineer & Database Administrator.

Personal skills: Effective Communication, Quick Learning Ability, Creativity & Innovation.

INTERNSHIP

Cyber Security

Nov 2023 – Dec 2023

Mind IT Solution

Trichy, Tamilnadu

- I completed a one-month industrial internship in Cyber Security, where I gained hands-on experience in identifying threats, analyzing cyber attacks and implementing malware detection techniques.

AWARDS

- Presented a paper titled “The Way to Lead a Peaceful Life” on a paid article website.
- Participated in the ICVRSCET 2024 at V.R.S college and presented a paper titled “Defensive strategy, against Ransomware threats.
- Contributed in the National level technical symposium, “Compein 2K22” at St. Joseph College, Cuddalore. The event offered a great opportunity to enhance my technical knowledge.
- Contributed in the ICCSR- sponsored National level technical seminar on the topic “Unity in Diversity” at MRK Institute of Technology.

SKILLS

- MS office, Video Editing tool and Photoshop
- Completed Typewriting English Senior and Tamil Senior with First class.

ACHIEVEMENTS

- Member in NSS
- Member in JRC
- Division Player in Cricket and Kabaddi