ERSHAD K M I T   S u p p o r t   S p e c i a l i s t

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Profile Summary

Dedicated IT Support Specialist with proven expertise in delivering seamless technical solutions, efficient desktop assistance, and proactive user support. Skilled in troubleshooting, network management, and IT operations, with a track record of streamlining processes to enhance organizational efficiency. Adept at implementing secure and accessible technology frameworks, ensuring optimal performance and user satisfaction. Committed to fostering a responsive IT environment that aligns with organizational goals and meets diverse user needs.

Skills

- Technical Troubleshooting
- Software Installation and Maintenance
- Network Management and Configuration
- Debugging and Issue Resolution
- Desktop Assistance
- IT support (hardware, software, networking)
- Power BI
- Python-NumPy, Pandas, matplotlib, seaborn
- Advanced Excel skills
- MS office

- Data Analysis
- VPN
- Data Security
- Record maintenance
- Multitasking and Prioritize Effectively
- Problem-Solving
- Attention to Detail
- Organizational and time management
- Communication and interpersonal skills

Professional Experience

IT SUPPORT SPECIALIST– Moulana College of Arts and Science–Tirur, Kerala   June 2018 – September 2024

- **Enhanced** IT department efficiency by streamlining administrative processes and implementing ticketing systems, reducing response times by 25% and increasing user satisfaction by 30%.
- **Maintained** critical college software for student records and admissions, reducing system downtime by 30% through routine checks and updates.
- **Provided comprehensive desktop support**, including troubleshooting hardware and software issues, configuring user accounts, and optimizing workstation setups, ensuring seamless user experiences and achieving a 99% resolution rate for reported problems.
- **Provided** IT support for infrastructure, achieving a 98% satisfaction rate, resolving 95% of issues on the first attempt, and minimizing downtime by 35%.
- **Optimized** desktop support through hardware repairs, peripheral setups, and software installations, ensuring workstations met security and performance benchmarks.
- **Analysed** software issues with diagnostic tools (DebugDiag, GitHub), improving application stability by 15% and reducing recurring issues by 20%.
- **Created** data-driven Power BI dashboards, enhancing decision-making by 40% for leadership teams.
- **Led** analytics projects (e.g., Library Usage Study), driving a 20% boost in resource utilization and optimizing event planning.
- **Strengthened** IT security with firewalls and SSL/TLS protocols, achieving zero data breaches.
- **Trained** staff on new systems, reducing support requests by 50% and boosting user proficiency.
- **Orchestrated** IT procurement, saving 15% annually through strategic negotiations.

ANDROID DEVELOPER –Gi-Agate Technologies, Kerala January 2016 – May 2018

- **Designed** an e-commerce platform for organic vegetables, boosting local market accessibility and promoting sustainability.
- **Developed** a seamless, user-friendly interface using Java and Android SDK, prioritizing usability and responsiveness.
- **Integrated** secure payment gateways and implemented robust user authentication, ensuring safe and trustworthy transactions.
- **Collaborated** with farmers and consumers to gather insights and **incorporated** feedback into app enhancements.
- **Performed** rigorous testing and debugging to ensure optimal app performance and reliability.
- **Deployed** the app on Google Play Store.
- **Implemented** regular updates, adding new features and improvements based on user feedback and evolving market needs.

Projects

Teacher Performance Analysis – Moulana College – Tirur, Kerala   **Sept 2024**
- **Analysed faculty performance metrics using Power BI dashboards, providing actionable insights that improved institutional decision-making.**
- **Applied data visualization techniques to identify strengths and improvement areas across departments.**

Student Enrolment & Retention Analysis – Moulana College – Tirur, Kerala   Aug 2024
- **Utilized SQL and Excel to extract and analyse enrolment and retention trends, uncovering factors impacting student success.**
- **Provided data-driven strategies to improve retention, demonstrating strong problem-solving and analytical skills.**

Library Resource Usage Study – Moulana College – Tirur, Kerala   July 2024
- **Evaluated** library resource utilization through data analysis, optimizing resource allocation and accessibility.
- **Communicated** findings with stakeholders using clear visualizations to improve decision-making.

Patient Satisfaction and Quality of Care Analysis – Personal Project   **May 2024**
- **Conducted** an independent analysis of survey feedback using statistical methods to evaluate patient satisfaction levels and quality of care.
- **Created** detailed reports with actionable insights, demonstrating expertise in data analysis, reporting, and process improvement.
- **Utilized** tools such as Excel and statistical techniques to identify trends and provide recommendations for enhancing service quality.

Education

MASTERS IN COMPUTER SCIENCE – Amrita Vishwa Vidyapeetham – Mysuru, Karnataka, India   March 2014
Majors: Neural Networks, Natural Language Processing, Data Mining and Ware Housing.

BACHELOR IN COMMERCE –CMJ institute Meghalaya – Mangalore, Karnataka, India   March 2012
Majors: General commerce.

Certification

- **Excel for Data Analytics** – DataCamp
- **SQL for Data Analytics** – DataCamp
- **Power BI for Data Analytics** – DataCamp
- **Python for Data Analytics** – DataCamp**.**

Achievements

- Conducted several Seminars on college for students and teachers on innovative Technology
- Represented two times as The Manager of University of Calicut Rugby Men's Team for
  The ALL-INDIA INTER UNIVERSITY tournament.

Languages

- English: Proficient
- Malayalam: Proficient
- Arabic: Basic
- Hindi: Basic