

Mohammed Adnan Khan

Computer Science Engineer | Technical Support Engineer (L1)
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PROFESSIONAL SUMMARY

Customer-focused Technical Support Engineer with hands-on experience supporting Linux-based web hosting services for international clients. Strong expertise in cPanel, WHM, WordPress, DNS management, email troubleshooting, and ITSM ticket handling. Proven ability to resolve incidents efficiently while meeting SLA standards. Computer Science graduate with basic knowledge of Core Java, SQL, and Manual Testing.

CORE SKILLS

- **Technical Support:** L1 IT Support, Incident Management, Ticket Documentation, SLA Compliance
- **Hosting Servers:** Linux Hosting, cPanel, WHM, SSH, Server Monitoring
- **Web Platforms:** WordPress Troubleshooting
- **Networking Email:** DNS (A, MX, CNAME, TXT), SMTP, POP3, IMAP
- **Tools:** Pega, Genesys, CSR, MobaXterm, Ticketing Systems, MS Office
- **Programming (Basic):** Core Java, SQL
- **Testing (Basic):** Manual Testing, SDLC, STLC, Writing Test Cases

PROFESSIONAL EXPERIENCE

Junior Associate – Operations – Technical Support (L1)

unifyCX, Mysuru

Nov 2024 – Present

- Provide L1 technical support for Linux-based hosting platforms including Bluehost and HostGator.
- Handle live chat with a concurrency of 3 chats and ticket-based customer interactions while maintaining SLA compliance.
- Troubleshoot website downtime, performance issues, disk usage, and server services via cPanel and SSH.
- Resolve WordPress plugin conflicts, database errors, login failures, and configuration issues.
- Configure and troubleshoot DNS records ensuring correct website and email routing.
- Support SMTP, POP3, IMAP email services including delivery, 3rd party email clients configurations and authentication issues.
- Collaborate with senior engineers for escalations and advanced troubleshooting.

EDUCATION

Bachelor of Engineering – Computer Science and Engineering

Vidya Vikas Institute of Engineering and Technology, Mysuru

Dec 2020 – May 2024

CGPA: 7.63

Pre-University College

St. Philomena's PU College, Mysuru

Jun 2019 – Mar 2020

Percentage: 87.17

SSLC

Flos Carmeli Convent ICSE School, Mysuru

Jun 2017 – Apr 2018

Percentage: 80

PROJECTS

Pharmacy Management System – Built a digital solution to manage medicine records, billing, inventory, and customer information to improve daily operations.

Medication Alarm Application – Designed a mobile application to remind users to take medicines on time and improve adherence.

Enhanced ATM Security using Fingerprint Authentication – Developed a secure user verification system to reduce fraud and improve transaction safety.

INTERNSHIPS

JSpiders/QSpiders, Mysuru

Jun 2024 – Nov 2024

Gained hands-on training in Core Java fundamentals (OOP concepts, collections, exception handling), Manual Testing basics (SDLC, STLC, test case writing), and SQL (queries, joins, database operations).

CERTIFICATIONS

Software Testing Essentials and Fundamentals – Infosys Springboard

Object Oriented Programming using Python – Infosys Springboard

TCS iON Career Edge – Young Professional – TCS iON

INVADERS : National Level Hackathon 5.0 – Participant

Smarticles : IN-SCIENTIA 2022 – 3rd Place

Naukri Campus Young Turks – Secured 98% (Rank: 9348 / 5.1L)

AWARDS

Newfold GPT Renaming Contest – Winner

Proposed and finalized the company's AI assistant name "NOVA – Newfold's Own Virtual Assistant," officially rebranding the internal AI tool. Awarded \$150 USD cash prize for innovation.

CSAT Top Performer Award – 3x Winner

Honored three times for exceptional performance, consistently ranking among the top contributors in service quality, productivity, and resolution efficiency. Drove high customer satisfaction through rapid issue resolution, strong technical troubleshooting, and dependable performance in high-pressure environments.

PUBLICATIONS

A Review on Enhanced Security in ATM Transaction Using Fingerprint Authentication – IJARSCT (International Journal of Advanced Research in Science, Communication and Technology)

Minutiae Algorithm for Enhanced Security in ATM Transaction – IJARIEE (International Journal of Advance Research and Innovative Ideas in Education)

LANGUAGES

English, Hindi, Kannada, Urdu

SOFT SKILLS

Strong Communication, Problem Solving, Time Management, Multitasking, Adaptability, Team Collaboration, Conflict Resolution, Working Under Pressure