



# Jemin Mathew

## IT Support Engineer | System Administrator

**LinkedIn:** <https://www.linkedin.com/in/jemin-mathew>  
**Email:** [jeminmathewofficial@gmail.com](mailto:jeminmathewofficial@gmail.com)  
**Phone:** +971 52 62 75165  
**Location:** Khalifa City A, Abu Dhabi, UAE

**Nationality:** Indian    **Gender:** Male    **Visa Status:** Visit Visa (UAE)  
**Passport No:** U8429309    **Expiry:** 24/05/2033

### SUMMARY

Master’s graduate in Computer Applications with 3 years of hands-on experience in the IT industry, serving in multiple roles across Software Development, IT Support and System Administration. Certified in CCNA Networking and Cloud Computing (GCP) with strong knowledge of cloud infrastructure and virtualization. Experienced in managing servers, networks, and IT systems, ensuring uptime and security. Recognized for effective client communication, coordination, and problem-solving skills. Passionate about learning new technologies, taking on challenging responsibilities, and driving continuous professional and organizational growth.

### SKILLS

Programming & Web Frameworks & Libraries	Python, JavaScript, HTML, JSON, CSS, MongoDB, NoSql, SQL (Postgres, MySQL)
IT Support	Django, React js, Express Js Bootstrap, Ant Design, jQuery, Material-UI, Redux, Axios, Celery, Redis
DevOps & API Tools	Hardware/Software Troubleshooting, Networking (IP, DNS, HTTP, FTP), Active Directory, Windows Os, Linux, Bash, Firewall,Remote Desktop, VMware, VirtualBox
Miscellaneous	Git, Github (GitHub Actions), Ajax, Fetch, Async, Terraform, Postman, Docker, Unit Testing
Productivity Tools	SDLC Models, Object Oriented Programming (OOPs), Debugging, UML, Microservices
Soft Skills	MS Office Suite (Word, Excel, PowerPoint, Access), Internet and Email Etiquette, Team Viewer, Anydesk, Teams, Zoom
Languages	Communication, Time Management, Adaptability, Teamwork
	English, Hindi, Malayalam

### WORK EXPERIENCE

- Full Stack Engineer - Inexonsoft Technologies - Technopark Trivandrum

April 2024 – Present
- Collected and analyzed client requirements to prepare detailed SRS (Software Requirement Specification) documents, ensuring alignment with project goals.
  - Designed system architecture and project planning for end-to-end web application development.
  - Developed web applications from scratch, handling both frontend (**React.js**) and backend (**Django**) development.
  - Debugged application and server level issues by implementing centralized logging and monitoring using Nginx and Unicorn Logs
  - Deployed applications and websites on on-premises **Windows Server (IIS)** and cloud servers (**AWS EC2, Hostinger, Nginx, Apache**) ensuring performance, scalability, and security.
  - Provided technical and functional support to clients, assisting with both software issues and business process optimization.
  - Researched and implemented best development practices to deliver optimized and scalable business solutions.
- IT Support & System Administrator

  - Provided technical support for **hardware, software, and network issues** through phone, email, and ticketing systems.
  - Assigned and categorized support tickets based on severity and business impact to ensure timely resolution and effective incident management.
  - Supported email configuration and troubleshooting in Outlook, Hostinger Mail.
  - Handled incidents and service requests using ticketing tools (**Jira, Slack**) ensuring SLA compliance.
  - Provided remote and on-site support using collaboration tools such as Teams, AnyDesk, and TeamViewer.
  - Documented troubleshooting steps and maintained internal IT support documentation and knowledge base.
  - Managed domain and **DNS, DHCP, DNS, VPN** configurations and shared network drives, enabling SSL certificates for secure

**HTTPS** communication.

**Software Programmer – Aryu Enterprises - Chennai**

August 2023 – February 2024

- Designed and implemented a fully responsive user interface by converting Figma designs into HTML using **Bootstrap** and **CSS**, ensuring cross-device compatibility and modern UI standards.
- Developed and maintained the backend using Django, ensuring modular architecture, scalable performance, clean coding practices, proper documentation, robust business logic implementation, and user-friendly functionality.
- Managed the AWS root account and led cost-optimization initiatives by identifying unused resources, optimizing budgets, and aligning service usage with project requirements.
- Built and configured EC2 instances and serverless architectures (**Lambda, S3**) to meet scalability and performance goals.
- Established automated **CI/CD** pipelines using **GitHub Actions**, streamlining deployment and reducing manual errors.
- Monitoring system performance and scalability using **AWS CloudWatch**, optimizing infrastructure to handle increased user and data loads efficiently.

**Python FullStack Developer – Inmakes Infotech • Cochin, Kerala**

December 2022 – June 2023

- Developed and maintained applications integrating **SQL databases, ORM queries, RESTful APIs**, and third-party services for seamless data flow and functionality.
- Implemented **unit testing** and **logging** for individual modules to facilitate debugging, optimize performance, and ensure code reliability.
- Managed version control using **Git** and **GitHub**, applying effective branching strategies for collaborative and organized development workflows
- Coordinated with senior developers and fellow interns to collaborate on group and personal projects, open projects, fostering teamwork and knowledge sharing within the team.

**Technical Support Executive – Pc Care System & Solutions • Quilon, Kerala**

June 2019 – September 2022

- Installed and configured operating systems **Windows & Linux**, including drivers, utilities, and required software packages.
- Assembled and configured desktop **hardware components** based on client and system requirements.
- Diagnose and resolve desktop, printer, and peripheral device issues.
- Troubleshoot **LAN/WAN** connectivity, **IP configuration**, and network printer access problems.
- Monitor and maintain antivirus updates and endpoint protection policies.
- Manage **backup and recovery** operations to prevent data loss.
- Perform preventive maintenance for desktops, **servers**, and **network devices**.
- Coordinate with vendors for hardware replacements and warranty claims.

## INTERNSHIP & CERTIFICATIONS

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- **CCNA: Switching, Routing, and Wireless Essentials** – Cisco Networking Academy
- **CCNA: Enterprise Networking, Security, and Automation** – Cisco Networking Academy
- **CCNA: Introduction to Networks** – Cisco Networking Academy
- **GCP: Build a Secure Google Cloud Network Skill Badge** – Google Cloud
- **Essentials in System Administration** – Microsoft and LinkedIn
- **Business Administration** – SimpliLearn Academy
- **Google Workspace Administration: Management and Reporting** – LinkedIn Learning
- **Microsoft 365: Administration** – LinkedIn Learning
- **Mern Stack Developer** – Luminar Technolab, Cochin, Kerala
- Certification in **AI Literacy & Excel** – Entri, Cochin, Kerala

## EDUCATION

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**Master of Computer Applications (MCA)** – Amrita University – 2024

**Bachelor of Commerce Computer Application (BCOM CA)** – Kerala University – 2019

**Master of Business Administration** – Amity University – Present