Shoyeb Muhammad

Permanent Address: Digras, Dist: Yavatmal, Maharashtra - 445203
Current Address: Viman Nagar, Pune - 411015
Phone: 9823254508 | **Email:** shoyebkhan21@gmail.com | **LinkedIn:**
Click here Portfolio Site

Objective

To leverage my skills in web development, software engineering, and technical support to contribute to innovative projects and drive organizational success.

Experience

Tech Mahindra Ltd., Hyderabad
Duration: 19th June 2023 – 31st July 2024
Project: Google Gemini (Bard)
Role: Technical Support Engineer & Quality Analyst.
Key Responsibilities & Achievements:

Worked on the Google Gemini (Bard) project under multiple roles.

As a Technical Support Engineer:

Provided end-to-end technical support to team members working remotely.

Handled software glitches, login credential setups (Partner ID, Twingo, Webmail access, Crowd Tools), and other IT-related tasks.

Managed activation of personal devices for official use and ensured secure access to project tools.

Maintained high availability and assisted peers beyond shift hours via WhatsApp and calls.

Took initiative in absence of SME/ATL by referring to internal documentation and resolving escalated technical issues independently.

Recognized by peers as a reliable and friendly point of contact for immediate issue resolution.

As a Quality Analyst:

Verified and tested the UI of Gemini to ensure that the response layout (text, image, container size, responsiveness) met expected standards.

Ensured proper rendering of responses across various display sizes including laptop, tablet, and mobile devices.

Validated PDF/document upload and reading functionality, and reported bugs through internal channels.

Conducted audits using tools like QASA, Google Sheets, and MS Excel.

Performed multi-language UI and functionality testing (including Indian languages) to ensure localization effectiveness.

Freelance Web Developer

- Designed and developed websites for clients using HTML, CSS, JavaScript, PHP and WordPress and Django Framework.

- **Key Projects:**

  - www.yusufhomoeoclinic.com: A clinic website for client with online appointment booking features Using Wordpress and Custom pages.

- www.screenwinks.in: A responsive and user-friendly bloging website for media services for the client Using Wordpress.

  - www.shoyeb21.pythonanywhere.com: Project Developed for Homoeopathic Clinic Patient management System Using html,css, javascript & Django Framework in backend.

Skills
- **Web Development:** HTML, CSS, JavaScript, React.js, WordPress, Bootstrap

- **Programming:** Python, Django

- **Database Management:** MySQL

- **Tools:** MS Excel, Power BI

- **Soft Skills:** Problem Solving, Project Handling, Team Leading

Education
P.R Pote College of Engineering & Management, Amravati
Degree: Computer Science & Engineering
CGPA: 9.91

P.R Patil College of Polytechnic & Technology, Amravati
Degree: Computer Engineering
Percentage: 62.38%

Projects

- Fake News Detection (Machine Learning): Developed a model using Python and Scikit-learn to detect fake news with 90% accuracy.

- e-Notes Portal (MySQL): Created an online portal to manage and share academic notes, used by 200+ students.

- Image Authentication (Java): Designed an image-based authentication system for enhanced security.

Achievements

- Received "Bravo Good Corporate Citizenship" award at Tech Mahindra for exceptional team collaboration.

- Received "Bravo Quality Focus" award for maintaining high testing standards and accuracy.

Interests

- Web Development,
- Software Development,
- Data Analysis,
- Technical support Engineer.