

# Sandeep Mathew

Software Developer

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Bangalore, Karnataka

## Summary

Aspiring Software Developer passionate about creating efficient and user-friendly applications. Experienced in software troubleshooting, technical support, application development, and problem solving, with a strong interest in developing reliable software solutions and improving system operations.

## Education

**CHRIST (Deemed to be University), Bangalore**

2025 – 2029

*Master of Computer Applications (MCA) – Ongoing*

**CHRIST (Deemed to be University), Bangalore**

2022 – 2025

*Bachelor in Computer Applications (BCA) – CGPA: 8.54/10*

## Work Experience

**MICROLAND – Service Desk Engineer**

*Client: Acronis | Backup & Recovery Solutions*

- Provided L1 technical support for Acronis backup, recovery, and data protection software, troubleshooting installation, activation, backup, recovery, and configuration issues.
- Developed practical knowledge of advanced data recovery techniques, backup workflows, data protection concepts, hard disks, storage devices, and different disk types.
- Performed network troubleshooting to identify and resolve connectivity issues affecting backup and recovery operations.
- Communicated directly with US-based clients through calls, gathering technical information and providing step-by-step troubleshooting and resolutions.
- Created and managed L1 support tickets with accurate documentation, categorization, troubleshooting details, and resolution tracking.
- Escalated complex issues to T2 teams with relevant logs and troubleshooting information while coordinating with team leads and managers for timely resolution.

## Projects

**ResLocate – Resource Locator Website**

Jan 2024 – May 2024

- Developed a platform that helps users locate nearby sources of clean water, sanitation facilities, and free food resources such as food banks.
- Accepted by the Technical University of Applied Sciences, Wurzburg-Schweinfurt, Germany (THWS), on March 1, 2024.

**Medicare – Counterfeit Detection App**

Jul 2024 – Nov 2024

- Developed a medication safety application that enables users to scan medicines and access information including composition, usage, and side effects.
- Designed to help identify counterfeit medicines, reduce medical errors, and support adherence to prescribed treatment plans.

## Skills

**Programming:** Java, Python, JavaScript

**Web & App Development:** HTML, CSS, React Native

**IT Support:** System Administration, Network Troubleshooting, Technical Support

**Soft Skills:** Problem Solving, Teamwork, Presentation Skills, Adaptability

**Languages:** English, French, Hindi, Malayalam

## Certifications

- Android App Development with Kotlin – Infosys Springboard
- Google Foundations of Cybersecurity – Coursera
- Speaking Effectively – NPTEL Online Certification
- Technical English for Engineers – NPTEL Online Certification