

Syed Mustafa Ahmed

📍 Hyderabad, India ✉ syedmustafaahmed286@gmail.com ☎ 9885172003 🔗 www.linkedin.com/in/syedmustafaahmed 🌐 <https://github.com/syed177013>

PROFESSIONAL SUMMARY

🌐 <https://syedmustafaahmedportfolio.vercel.app/>

Computer Science graduate specializing in Artificial Intelligence and Data Science with hands-on experience in enterprise IT support, software development, automation, and machine learning. Proficient in Python, Java, Linux, SQL, and modern development tools. Experienced in building AI-powered applications, Android applications, data analytics solutions, and automation systems. Strong problem-solving abilities with proven experience in technical support, software testing, and team leadership.

SKILLS

Programming Languages - Python, C++, Java, SQL, R
AI & Data Science - Machine Learning, Deep Learning, Data Analysis, Exploratory Data Analysis (EDA), Feature Engineering, Tensorflow, PyTorch.
Software Development - Flask, Android Development, SQLite, Firebase, REST APIs
Tools & Platforms - Linux, Git, Microsoft Intune, BMC Helix, Selenium, Qlik Sense, Apache Guacamole, SSH, RDP
Core Concepts - Object-Oriented Programming, Software Testing, Data Structures, Networking Fundamentals, Operating Systems

EXPERIENCE

Technical Support Associate

Tech Mahindra LTD Jun 2025 – Feb 2026

- Managed enterprise endpoints and devices using Microsoft Intune and remote administration tools.
- Diagnosed and resolved operating system, networking, access management, and software-related issues using SSH, RDP, and Apache Guacamole.
- Utilized BMC Helix for incident management, troubleshooting, escalation handling, and SLA compliance.
- Maintained a 97% customer satisfaction score through efficient issue resolution and user support.
- Collaborated with internal teams to improve incident response efficiency and service quality.

App Development Team Lead

Google Developers Groups on Campus, Methodist (GDGC) Sept 2024 – Apr 2025

- Led a team of 4 students during App Development workshops and project activities.
- Coordinated development tasks and mentoring sessions for Android application development.
- Organized technical events and hands-on learning initiatives for students.

Automated Software Testing Intern

SmartInternz Sponsored by Katalon Academy Dec 2023 – Feb 2024

- Performed functional and automated testing on web applications using testing frameworks and QA methodologies.
- Executed test cases and reported defects to improve application reliability.
- Contributed to process improvements that enhanced testing efficiency.

Business Analytics Intern

SmartInternz Sponsored by Qlik Sense Mar 2024 – May 2024

- Analyzed airline industry datasets to identify trends affecting customer experience and operational performance.
- Developed interactive dashboards and visual reports using Qlik Sense.
- Presented data-driven insights to support business decision-making.

EDUCATION

Bachelor of Engineering (Artificial Intelligence & Data Science)

Methodist College of Engineering and Technology, Hyderabad
2021 – 2025
CGPA: 8.77 / 10 (First Division with Distinction)

PROJECTS

Facial Anti-Spoofing System using Deep Learning

- Developed an AI-based facial anti-spoofing solution inspired by current research approaches (CDCN, MAFM, Spoof Cues).
- Built machine learning pipelines for liveness detection and spoof prevention.
- Achieved approximately 83% model accuracy during evaluation.
- Focused on improving biometric authentication reliability.

BioLocky – AI-Based Biometric File Protection System

- Developed a cross-platform biometric file security application using facial and voice authentication.
- Implemented AES encryption for secure file storage and controlled access.
- Applied multimodal authentication techniques through feature-fusion approaches.
- Designed a modern desktop interface using CustomTkinter with light and dark theme support.
- Built for Windows and Linux environments.

Exploratory Data Analysis Automation Platform

- Developed a web-based EDA platform using Flask and Python.
- Automated dataset profiling, statistical analysis, and visualization generation.
- Enabled users to upload CSV datasets and receive insights, charts, and summaries automatically.
- Reduced manual effort required for initial data exploration.

Budget Tracker with Spending Analytics (Android - Kotlin)

- Developed an Android application in kotlin for personal expense management.
- Implemented SQLite-based local data storage for transaction management.
- Created interactive spending analytics dashboards and visual reports.
- Designed user-friendly interfaces for budget monitoring and expense categorization.

Desktop Clock Widget for Multiple OSs

- Recreated the Windows Vista Gadgets for Modern Windows and Linux, Mac OS.
- Built using Python leveraging UI Library CustomTkinter.
- Customizable Settings and Tweaks per Widget.
- Drives the Windows Vista Era Nostalgia while consuming only around 1-4 mb of system RAM.

CERTIFICATIONS

- Microsoft Generative AI & Copilot
- PCAP: Python Programming Essentials
- Cisco CCNA v7 Enterprise Networking, Security and Automation
- Microsoft Fabric Fundamentals
- IBM Cloud Computing Fundamentals
- Celonis Process Mining Fundamentals

ACHIEVEMENTS

- Achieved CGPA of 8.77/10 in Artificial Intelligence & Data Science.
- Certified English Proficiency, CEFR C1 Through IELTS (Academic).
- Android app development team member in GDSC (now GDGC) Methodist College.
- Led a student development team during GDGC App Development initiatives, Holding 2 Seminars with a collective Audience of 400 students.
- Best employee recognition at Tech Mahindra LTD, resolved hundreds of enterprise IT incidents while maintaining a 97% client satisfaction score.
- Developed multiple software, AI, and analytics projects demonstrating practical application of machine learning, automation, and full-stack development concepts.