



# NIHAD GOTHE *IT Support Engineer | Software Developer*

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Transferable Visa with NOC

Doha, Qatar

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Results-driven **Software Developer & IT Support Engineer** with **4+ years of experience** delivering reliable technical solutions in corporate environments. Skilled in building **scalable APIs**, optimizing performance, and designing user-friendly interfaces, alongside strong expertise in **IT support, system administration, and troubleshooting**. Known for problem-solving, teamwork, and ensuring system uptime, security, and user satisfaction.

## EDUCATION / DEGREES

### Master of Science in Information Technology,

University of Mumbai CGPA: 8.73 CGPA

2021 – 2023 | Mumbai, India

### Bachelor of Science in Information Technology,

University of Mumbai CGPA: 9.05 CGPA

2018 – 2021 | Mumbai, India

## CAREER ACHIEVEMENTS

### Inovant Solutions

PHP Developer

2023 – 2025 | Mumbai, India

- Developed backend admin systems using **PHP (Yii2)** with **RBAC**.
- Built secure **RESTful APIs**, dashboards, reports, and CRUD modules.
- Integrated third-party services (SMS, email) and optimized performance & SQL queries.
- Maintained and refactored legacy code, ensuring security and code quality.
- Collaborated with stakeholders to translate business requirements into technical solutions.

IT Support Engineer

2021 – 2025 | Mumbai, India

- Provided **L1/L2 IT support**, ensuring system uptime and smooth operations.
- Managed **desktops, servers, Microsoft 365, networking (LAN/WAN/Wi-Fi)**, and backups.
- Handled antivirus, patching, documentation, vendor coordination, and user access.
- Supported onboarding/offboarding and assisted with server and database monitoring.
- Responded to incidents with a strong focus on uptime, security, and user satisfaction.
- Worked closely with development teams to resolve application and infrastructure issues.

## TECHNICAL SKILLS

### Programming & Scripting

PHP, JavaScript, Python, SQL, HTML5, CSS3

### Frameworks & Libraries

Yii2, jQuery, Bootstrap, AJAX, PJAX

### Databases

MySQL, phpMyAdmin, SQL Workbench

### APIs & Architecture

MVC Architecture, RESTful APIs, Third-party API Integrations

### Server, OS & Hosting

Windows, Linux, Apache, NGINX, AWS, WAMP, XAMPP

### Networking

LAN, WAN, Wi-Fi, Routers, Switches, VLAN

### Security

JWT, RBAC, Antivirus Management, Backup & Recovery, Access Control

### Version Control & Collaboration

Git, GitHub Microsoft 365, Outlook

### CMS

WordPress (Elementor)

### Hardware & IT Support

Desktops, Laptops, Printers, Scanners, Peripherals  
Remote Desktop, Ticketing Systems

## LANGUAGES

English — Fluent

Urdu / Hindi — Native/Bilingual

Marathi/Konkani — Native/Bilingual

## SOFT SKILLS

- Adaptable & Analytical
- Time & Resource Management
- Teamwork, flexibility & problem-solving

## MAJOR PROJECTS

2025

### **SNAFI – Service-Based E-Commerce (Laundry Services, Kuwait)**

A laundry service platform enabling users to schedule services, manage orders, and track service status.

#### **Key Contributions**

- Developed backend functionalities using **PHP (Yii2)**.
- Built and integrated **RESTful APIs** for order management and service scheduling.
- Managed **MySQL databases** for reliable data storage and retrieval.
- Collaborated with QA teams on testing and defect resolution.
- Used **Git** for version control and Postman for API testing.

2025

### **DIGITAP – E-Commerce / Digital Identity Platform**

A smart, contactless platform that allows users to share social and contact information through digital cards.

#### **Key Contributions**

- Developed backend modules and **RESTful APIs** to manage user data and platform functionality.
- Designed and optimized **MySQL databases**, ensuring data integrity, security, and performance.
- Implemented core features including **user profiles, digital card management, and social link integration**.
- Enhanced UI responsiveness for a smooth and user-friendly experience.
- Integrated third-party services and collaborated with cross-functional teams for testing and maintenance.

2024

### **ZWARA – E-Commerce / Food Delivery Platform (Kuwait)**

A food delivery application allowing users to browse restaurants, place orders, and track deliveries.

#### **Key Contributions**

- Developed backend modules using **PHP (Yii2)**.
- Designed UI components supporting ordering and delivery workflows.
- Implemented and managed **database operations** for users, restaurants, and orders.
- Identified and resolved performance and functional issues.
- Tested APIs using **Postman** and followed best coding practices.

2023

### **RIMASHAAR JEWELLERY – E-Commerce Application**

An online jewellery store enabling product purchases and gift delivery.

#### **Key Contributions**

- Developed and maintained application modules using **PHP (Yii2)**.
- Created **REST APIs** for product listings, order processing, and gift delivery.
- Designed dynamic forms and user-friendly interfaces.
- Managed and optimized **MySQL databases**.
- Debugged and resolved application issues to ensure system stability.