

# ABHISHEK Ranjan

Technical Support Specialist

Contact Number -9570586410

Email ID -  
abhishekranjan.ab222@gmail.com

Location , Noida

## PROFILE INFO

Experienced Technical Support Specialist with expertise in API and Firebase problem-solving for no-code applications. Proficient in rigorous app testing, front-end development contributions, and troubleshooting complex challenges. Proven track record in providing exceptional customer support, including professional guidance for job changes and assisting K-12 students.

## EDUCATION

INTERNATIONAL SCHOOL OF  
MANAGEMENT AND RESEARCH  
2018 - 2020

PGDM IN INTERNATIONAL  
MARKETING

ARCADE BUSINESS COLLEGE  
2015 - 2018

BBM IN GENERAL MANAGEMENT

## SKILLS

- Technical Support
- App Testing
- Front-End-Development(non-coding)
- Manual Testing
- Troubleshooting
- User Experience Improvement Active listening
- My SQL Database
- Firebase , JASON

## EXPERIENCE

### TECHNICAL SUPPORT SPECIALIST APPYPIE LLP | AUG 2022 - SEP 2023

- Provided global technical support, resolving API and Firebase issues via calls, chats, and emails.
- Conducted rigorous iOS and Android app testing for optimal performance.
- Excelled in troubleshooting complex challenges.
- Enhanced application functionality and design through front-end development(non coding) using company software.
- Led empowering training sessions for team members.
- Conducted thorough manual testing for precise bug identification.
- Achieved significant improvements in client satisfaction, app performance, issue resolution, UI/UX, team productivity, and application reliability.

### SR. CUSTOMER SUPPORT SPECIALIST UNACADEMY | FEB 2022 - JULY 2022

- Provided professional support to tech job seekers.
- Assisted in job market navigation and opportunity identification.
- Conducted research on tech domains for industry insights.
- Collaborated to define career goals and job search strategies.
- Exceptional communication, client satisfaction, and relationship building.
- Actively participated in knowledge enhancement and training. Actively participated in knowledge enhancement and training.
- Maintain records for performance tracking and improvement.

## LANGUAGES

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- English
- Hindi

## SOCIAL PROFILE

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### LinkedIn:

[linkedin.com/in/abhishek-ranjan-7b2245124](https://www.linkedin.com/in/abhishek-ranjan-7b2245124)

## CUSTOMER SUPPORT EXECUTIVE

**BYJU'S THINK PVT LTD | MAR 2021 - JAN 2022**

- Supported K-12 and USPC segment students over the phone.
- Effective communication and knowledge sharing during student meetings. • Exceptional problem-solving for timely query resolution.
- Improved user experience through feedback sessions.
- Strong understanding of platform features to aid student navigation