

RAHUL RETNAKUMAR

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Technical Support Executive: Dynamic and detail-oriented Technical Analyst dedicated to optimizing website performance and staying updated on emerging technologies. Skilled in troubleshooting and passionate about creating user-friendly solutions. Seeking a dynamic career that leverages transferable skills and embraces new challenges and opportunities in a dynamic environment, while contributing positively to the organization's goals and objectives.

Technical Skills

- **Plugin Management:** Installation, activation, and updating of WordPress plugins. Skilled in troubleshooting and resolving plugin conflicts.
- **Site Setup and Design:** Expertise in customizing site appearance through theme selection and modification. Proficient in creating and editing pages and posts using the WordPress editor.
- **Website Cloning:** Experienced in duplicating WordPress sites for testing or staging purposes while ensuring consistency in functionality and design.
- **Website Deployment:** Capable of configuring domain settings and DNS for a smooth website launch. Skilled in managing the migration of a WordPress site from staging to live environments.
- **Password Management and User Administration:** Proficient in resetting passwords for users and administrators, ensuring smooth user management.
- **Store Landing Optimization:** Skilled in developing and optimizing landing pages for online stores. Experienced in integrating e-commerce plugins to ensure a seamless shopping experience.
- **Utilization of Microsoft 365 Tools:** Proficient in using Microsoft 365 tools such as Word, Excel, PowerPoint, and Outlook.
- **Collaboration and Communication:** Experienced in utilizing Microsoft 365 for collaboration, document sharing, and communication within teams.
- **Use of online platforms like Zoho Projects, Zoho CRM, Apple developer, google play console, Karmak.**
- **Basic knowledge on HTML, php, CSS .**
- **Familiar with MS Excel and google sheet data management, good typing speed (around 30 wpm).**
- **Manufacturing and material science: Casting, Severe plastic deformation, heat treatment.**
- **Mechanical Testing, Good knowledge on mechanical subjects.**
- **Good communication and analytical skills.**

Work Experience

TECHNICAL SUPPORT EXECUTIVE JULY 2022 – PRESENT

CORETECH INFOSYSTEMS – THIRUVANANTHAPURAM

- **Managed over 500 WordPress websites, handling plugin installations, activations, and updates. Successfully resolved plugin conflicts, resulting in a 20% decrease in website downtime.**
- **Customized site appearance for clients through theme selection and modification, resulting in a 25% increase in user engagement.**
- **Duplicated and deployed WordPress sites for testing and staging purposes, ensuring 100% consistency in functionality and design during the cloning process.**

- Configured domain settings and DNS for websites, overseeing smooth website launches. Managed migration of WordPress sites from staging to live environments, resulting in zero data loss.
- Developed and optimized landing pages for online stores, resulting in a 30% increase in conversion rates. Integrated e-commerce plugins such as WooCommerce, leading to a seamless shopping experience for customers.
- GitHub Repository: Managing client repository, create and commit builds for new apps.
- White label app creation for various store apps using google play console and apple developer account and testing the changes made by using BrowserStack.
- Creating and updating distribution certificate and push notification certificates for IOS apps so as to ensure the renewal of certificates before there validity gets expires.
- Ensuring check list before the site goes live after development phase.
- Creating invoice and updating sales details for US based company using various software like karmak and Zoho CRM site.
- Online research for data collection for surveys and analysis of a particular location.
- Creating daily sales report.

TEAM LEAD, SUPERVISOR DECEMBER 2019 – MARCH 2020

PPCL – CHENNAI

- Managed a team of 15 person in a manufacturing unit to accomplish the required target of production.

PROJECT / INTERNSHIP (1 Year)

CSIR NIIST – THIRUVANANTHAPURAM

- Worked on a project for my thesis to improve the mechanical strength of an alloy and succeeded to obtain around 20 percent improved strength.

Education

M.Tech in Machine Design (2017) from Sree Chitra Thirunal College of Engineering affiliated to A.P.J Abdul Kalam Technological University passed with an aggregate of 7.9 GPA.

B.Tech in Mechanical Engineering (2014) from Muslim Association College of Engineering Venjaramoodu affiliated to Kerala University passed with an aggregate of 7.05 GPA.

Declaration

I hereby declare that the above given details are true and correct to the best of my knowledge and belief.