

# Prankush Rana

## Technical Support Engineer



✉ [prankushrana2296@gmail.com](mailto:prankushrana2296@gmail.com)

☎ +91 - 9821369838

📍 Ghaziabad, Uttar Pradesh

in [prankush-rana](#) [Prankushh](#)

●● Portfolio

### Profile

An Aspiring Technical support engineer, skilled in monitoring and maintaining computer systems. With up-to-date knowledge of the latest IT and software trends, Ability to diagnose hardware and software faults and resolve technical issues.

### Education

#### Technical Support Engineering (Full-Time)

Masai School, Bengaluru, KA

May 2022 - April 2023

#### Bachelor of Commerce

Delhi University, Delhi

July 2017 - Sep 2020

### Certificates

- Zoom Marathon Challenge Season -4
- Certification in MS office, Internet
- Certification in Tally ERP 9
- Certification in solar technology, PMKVY

### Languages

English | Hindi | Haryanvi

### Interests

Cooking | Singing | Dancing

### Skills

#### Technical Skills

Linux | Shell Script | SQL | Notion | HTML CSS |  
Javascript | Google Sheets | Google Forms |  
Reveal.js | OS Skills | Networking

#### Customer service skills

Critical Thinking | Responsive  
Active Listening | Trouble Shooting  
Resolving issues

#### Soft Skills

Team Work | Adaptability  
Decision making | Solution Seeker  
Time Management | Communication

### Projects

#### Figma

It is a cloud-based design and collaboration tool

##### Features

- PPT Pages for onboarding Customers in Figma

##### Area of responsibility

- Researched about the Content
- Contributed to the designing part

**Tech Stack:-** HTML | CSS | Reveal.js

A collaborative project built by 2 members and developed in 2 days

#### Twiiik

**Github** | **Netlify**

Twiiik.me combine the power of human inspiration with the effectiveness that technology provides

##### Features

- Pop-up login page
- Get the app
- Contact Page

##### Areas of Responsibility

- Get the app and contact Page
- Login page

**Tech Stack-** HTML | CSS | JavaScript

An individual project completed in 2 days

### Experience

#### Email Marketing- Buzzintely LLP

Ghaziabad, UP

Jan 2021 - Jan 2022

**Designation:-** Email marketing executive

##### Responsibilities

- Generating Development and SEO leads
- Assisted team members and customers in finding products.
- Support employees' payroll processes by tracking attendance logs and expense monitoring.