

Prankush Rana

Technical Support Engineer



✉ prankushrana2296@gmail.com

☎ +91 - 9821369838

📍 Ghaziabad, Uttar Pradesh

in prankush-rana 🗣 Prankushh

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 marking 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.