Prankush Rana
Technical Support Engineer

✉ 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

Twiik
Github ☐ **| Netlify** ☐
Twiik.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.