Pranshu Jitendrabhai Ghori

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Education

Bachelor of Science in Computer Information Systems   May 2028
Arizona State University, Tempe, Arizona   4.08
- Dean's Honor List

Technical Skills

Programming & Web Dev: HTML5, CSS3, JavaScript (ES6+), PHP, WordPress (themes & plugins), Squarespace
Systems & Admin: Windows, macOS, Linux (OS imaging, patch management), basic AWS/Docker, cloud storage
Database & Analytics: SQL (MySQL/PostgreSQL, data modeling), advanced Excel (PivotTables, macros, VLOOKUP)
IT Support & Troubleshooting: Hardware diagnostics, software deployments, network config, security patching
Agile & PM Tools: Jira, Trello, Confluence, Git/GitHub (branching, merging), Google Workspace
Content & SEO: Plugin management, on-page SEO, Google Analytics, site performance audits

Experience

Web Assistant, *Arizona State University – Global HyPT Center,* Tempe, Arizona   December 2024 - Present
- Maintain and update WordPress-based websites, ensuring 99% uptime, security compliance, and accessibility.
- Customize WordPress themes, plugins, and page layouts, improving site performance and user engagement by 30%.
- Troubleshoot and resolve site issues, customize themes/plugins, and optimize user engagement by 30%.

IT Support Intern, *Bigscal Technologies Private Limited,* Surat, India   January 2023 - August 2023
- Reduced help-desk tickets by 15% through targeted solutions informed by data analytics on recurring issues.
- improved system stability by 40% via OS installations, security revamping, and software upgrades across Windows, macOS, and Linux.
- Collaborated with leadership to refine IT policies, user onboarding, and knowledge-base docs—boosting first-resolution rates to 90%.

Inventory Manager, *Ghori Brothers,* Surat, India   May 2022 - December 2022
- Analyzed stock levels and reconciled accounts using advanced Excel functions, enhancing reporting accuracy by 35%.
- Executed basic SQL queries for real-time inventory reports and maintained digital records—reducing retrieval time by 50%.

Project Experience

Advanced Excel Inventory Automation, Ghori Brothers   May 2022 - December 2022
- Created an Excel-based automation platform handling 500+ SKUs across multiple warehouses, cutting operational overhead by 20%.
- Deployed macros, pivot tables, and SQL-driven data pulls, slashing manual entry by 70% and reconciliation errors by 50%.

Certifications

- Agile Project Management (Google, Issued Aug 2024) Credential ID: 20DLXISGXQHM
- Capstone: Applying Project Management in the Real World (Google, Issued Aug 2024) Credential ID: HLO94BTKOO4O
- Class D Driver's License (Valid & Clean Record)