

# Arun Pradhanang

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## OBJECTIVE

To obtain an Technical support role with an organization where I can apply my diverse skills and background while contributing to the success of my team.

## SKILLS

Product knowledge  
Rapport building  
Active listening  
Lead qualifications

Conflict resolutions & Mediation  
Closing Sales & Signing contracts  
Time Management  
Marketing skills

CRM knowledge  
Problem-Solving  
Cold calling  
Salesforce

## EXPERIENCE

### Sunpro / ADT Solar

Savannah, GA

*Solar, and Roof Consultant*

(October 2021 - October 2022)

- Efficiently utilized Salesforce in an accelerated environment to schedule appointments with new prospects and maintain a pipeline with over two hundred leads each month.
- Performed preliminary sizing and design for review by in-house designers in preparation for proposal development.
- Developed a strong referral network of satisfied customers by performing outstanding and personalized customer service.
- Educated homeowners on the positive effects of solar energy including energy cost savings, clean energy, and worthwhile investment to increase home value.
- Finalized proposals, including pricing and presentation to a prospective business or homeowner, generated sales leads and followed up on sales inquiries.

### Hargray Communications

Bluffton, SC

*Business Technical Team leader*

(February 2020 - October 2021)

- Analyze and report troubling circuits on whether the circuit performs as required for PTP, PTMP, metro accedian, & amp; dark fiber networks.
- Using (Orthogonal Frequency Division Multiplexing) OFDM to gather data and analyze downstream receive power, bandwidth usage, uncorrectable, and signal check from pole to modem remotely.
- Handled high-profile business customers initially and (if required) escalated following the proper chain of control.
- Maintaining/managing a ticketing queue that requires communication with vendors about issues with incoming or outgoing calls.
- Held bridged conference calls with other departments and 3rd party vendors to develop a plan of action and resolution to provide the best customer experience.

*Technical assistance support*

(February 2019 – February 2020)

- Provide tier 1 support for residence or small business customers via phone calls, emails, or chats.
- Troubleshoot customers' internet, TV, phones, and email issues promptly and on time.
- Held an average of 6 calls an hour with a resolution time of fewer than 8 minutes.
- Escalate to upper management or field supervisors for repeat issues in customer services.
- If the customer is still unsatisfied, analyze what needs to be done and effectively communicate to upper management to ensure customer satisfaction.

## EDUCATION

### Bergen Community College

Paramus, NJ

*Applied Associate of Science degree(A.A.S) Web Development and Management Program*

May 2018

Relevant Coursework: Technical Writing, Network Security, Networking Technologies, Data Communications, Systems Analysis, and Design