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Summary

Versatile web developer with HTML, CSS, JavaScript, and React expertise. Experienced in developing visually appealing, responsive, and user-friendly websites. Proficient in WordPress development, with a track record of creating custom themes and plugins that improve functionality and user experience. Skilled in implementing SEO strategies that have resulted in a 50% increase in website traffic. Adept at collaborating with designers, project managers, and stakeholders using Agile development methodologies to deliver compelling web solutions. Proven ability to manage high-profile clients and optimize ticketing queues to save companies money.

SKILLS

- Proficient in HTML, CSS, JavaScript, and React, with experience developing responsive and visually appealing websites.
- Skilled in WordPress development, with experience creating custom themes and plugins to improve functionality and user experience.
- Experienced in implementing SEO strategies, resulting in a 50% increase in website traffic.
- Proficient with Agile development methodologies, with experience collaborating with designers, project managers, and stakeholders to develop effective web solutions.

EXPERIENCE

Web Development Projects:

- Developed and deployed a responsive website, resulting in a 25% increase in website traffic.
- Created a custom WordPress theme for a local restaurant, that improved site speed by 15% and user experience by 25%, resulting in a 10% increase in website traffic.

Hargray Communications

Business Technical Team leader

Bluffton, SC

(February 2020 - October 2021)

- Analyzed downstream receive power and bandwidth usage using OFDM to troubleshoot network issues and improve performance for 10 high-profile clients with average monthly revenue of \$70K
- Managed a portfolio of 25 high-profile clients with an average revenue of 50,000\$ per month.
- Maintaining/managing a ticketing queue that requires communication with vendors about issues with incoming or outgoing calls achieving a 37% decrease in technician visits, saving the company an average of 12,000\$ a day.
- 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)

- Resolved technical issues for residential and small business customers, achieving an average resolution time of fewer than 8 minutes and earning recognition as the top agent of the year.
- Troubleshoot customers' internet, TV, phones, and email issues promptly and on time.
- Analyzed and effectively communicated to upper management if the customer was still unsatisfied, ensuring customer satisfaction.

EDUCATION

Bergen Community College

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

Paramus, NJ

August 2016 May 2018

Relevant Coursework:

- Advanced CSS and HTML techniques
- JavaScript and React development
- server-side scripting with Python
- Database design and implementation