Arun Pradhanang

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OBJECTIVE

Highly motivated and skilled web developer seeking a challenging role to utilize expertise in HTML, CSS, JavaScript, and React to design and develop visually appealing, responsive, and user-friendly websites.

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   Bluffton, SC
Business Technical Team leader   (*February 2020 - October 2021*)
- Utilized (Orthogonal Frequency Division Multiplexing) OFDM to gather data and analyze downstream receive power, bandwidth usage, uncorrectable, and signal check from pole to modem remotely.
- Managed a portfolio of 10 high-profile clients with an average revenue of 70,000$ 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   **Paramus, NJ**
Applied Associate of Science degree(A.A.S) Web Development and Management Program   *August 2016 May 2018*
Relevant Coursework:
- Advanced CSS and HTML techniques
- JavaScript and React development
- server-side scripting with Python
- Database design and implementation