Arun Pradhanang

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OBJECTIVE

To obtain a Web developer role where I can apply my diverse skills and background while contributing to the success of my team.

SKILLS

Product knowledge	SEO	CRM
Word Press	Node.js	Problem-Solving
Tail wind CSS	Time Management	HTML
React	JavaScript	CSS

EXPERIENCE

Hargray Communications   Bluffton, SC
Business Technical Team leader   *(Febuary 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   *(Febuary 2019 – Febuary 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: CSS, Network Security, HTML,Java Script, Systems Analysis, and Design