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Portfolio: <https://arun-pradhanang.netlify.app>  
Repositories: <https://github.com/arunpradhanang>

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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.
  - Improved website load times by 50% by implementing performance optimizations, resulting in a better user experience and increased search engine rankings.
  - Collaborated with a team of designers and project managers to develop and launch a new e-commerce platform using React, resulting in a 20% increase in online sales within the first month of launch.

- Hargray Communications

Bluffton, SC

Business Technical Team leader

(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

Paramus, NJ

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

Relevant Coursework:

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