KIRAN S PRADEEP

Aspiring Technical Support Specialist

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Profile Summary

A highly motivated and customer-focused individual transitioning from a Full Stack Development background, eager to apply strong problem-solving, technical, and communication skills to a Technical Support role. Proficient in troubleshooting hardware and software issues, with a foundational understanding of MERN stack technologies (MongoDB, Express.js, React, Node.js) that provides a unique perspective on application support. Proven ability to learn quickly, manage technical inquiries effectively, and enhance user satisfaction. Seeking an opportunity to contribute to a dynamic IT support team and grow expertise in providing exceptional technical assistance.

Skills

Technical Skills

- **Operating Systems:** Windows (7, 8, 10, 11), Basic Linux (Ubuntu)

- **Hardware Troubleshooting:** Desktops, Laptops, Peripherals (Printers, Scanners)

- **Software Support:** MS Office Suite, Antivirus, Web Browsers, Basic Application Installation & Configuration

- **Web Technologies:** HTML, CSS, JavaScript, React, Node.js, Express.js

- **Databases:** MongoDB, Mongoose

- **Version Control:** Git, GitHub

- **API Testing:** Postman

- **Methodologies:** Debugging & Testing

- **Networking:** Basic TCP/IP, Wi-Fi & LAN troubleshooting

- **Remote Support:** Familiarity with concepts (e.g., TeamViewer, AnyDesk)

- **Helpdesk:** Understanding of Ticketing Systems (e.g., Zendesk, Jira concepts)

Personal & Problem-Solving Skills

- **Communication:** Excellent (Verbal & Written)

- **Interpersonal:** Active Listening & Empathy

- **Analytical:** Strong Problem-Solving

- **Cognitive:** Critical Thinking

- **Adaptability:** Quick Learner

- **Organization:** Punctuality & Time Management

- **Collaboration:** Teamwork

- **Customer Focus:** Patience & Empathy

- **Detail-Oriented:** High Attention to Detail

- **Leadership:** Organizational Skills

Relevant Projects & Experience

○ **Event Management Platform** Developed a comprehensive event management platform. While focused on development, this project honed skills in understanding user requirements, troubleshooting platform issues, and ensuring a smooth user experience through features like event registration, ticketing, and attendee management. This involved debugging and resolving technical challenges to maintain platform stability.

○ **E-commerce Website** Built a full-stack e-commerce website. This project required meticulous attention to user authentication flows, product catalog management, and payment gateway integration, providing insights into common user-facing technical issues in online platforms. Focused on creating a scalable and performant system, which involved identifying and fixing bugs to improve user interaction and system efficiency (e.g., order management and cart functionality).

○ **Wholesale Website (Team Project)** Collaborated in a team of three to implement a MERN stack wholesale website with distinct Admin, Seller, and Buyer modules. This experience involved managing different user roles and permissions, addressing module-specific functionalities, and ensuring seamless interaction between modules, which is crucial for understanding multi-faceted support scenarios.

Education

- **Bachelor of Computer Applications (BCA)** Malabar College of Arts and Science, Moodadi (Calicut University) *November 2021 - April 2024* CGPA: 5.892
- **Computer Science (Higher Secondary)** Poilkave Higher Secondary School (Kerala Board of Public Examination) *June 2019 - March 2021*

Courses & Certifications

- **MERN Stack Development** Aesthethix Edu-tech, Kochi (7 Months) Completed intensive training with hands-on experience in building scalable web applications using MongoDB, Express.js, React, and Node.js. This provided a strong technical foundation beneficial for understanding and troubleshooting application-level issues.
- **MERN Stack Development Certification (NSDC Approved)** National Skill Development Corporation (NSDC) Achieved certification for MERN Stack development, recognized by the National Skill Development Corporation, validating comprehensive skills in modern web development technologies.
- **National Workshop on NLP** JDT Islam College of Arts and Science (1 Day) Gained foundational knowledge in Natural Language Processing concepts, which can be beneficial in understanding AI-driven support tools or analyzing user queries.

Achievements

- **Organizational Leadership (NSS)** Led a team of NSS volunteers during higher secondary and undergraduate studies, successfully organizing multiple community service initiatives. This role developed leadership, teamwork, and problem-solving skills in dynamic environments.

Languages & Interests

Languages	Interests & Hobbies
- **Malayalam:** Native/Excellent	- Exploring new technologies and software
- **English:** Professional Working Proficiency	- Troubleshooting computer hardware and software
- **Hindi:** Intermediate	- Reading tech blogs and articles
	- Coding & Scripting (personal projects)