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|  | Pragya **Pradhan**  Product Support Engineer   |  |  | | --- | --- | | **Address**Bangalore, India, 560077  **Phone**+8447967826  **E-mail**pragya17101991@gmail.com |  | |  |
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Product Support Engineer with proven troubleshooting and resolving Local Exchange carrier issues. Demonstrated strong product knowledge to quickly identify and correct problems. Resourceful with a focus on prioritizing a wide range of tasks while delivering quality support. Poised and professional in stressful and high-pressure situations. A hardworking and passionate job seeker with strong organizational skills eager to secure an entry-level digital marketer intern position. Ready to help the team achieve company goals. Passionate about digital marketing of products and services.

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| **Skills** |

Product Support engineer 

Very Good

Implementation of strategies and planning including market research, business models, innovation strategies, User data analytics and Project management 

Very Good

Customer service expert 

Very Good

Design thinking and management, Analytical and critical thinking 

Very Good

CCNA certified network engineer (CSCO13556101) 1+ years of experience working as a Network Professional 

Very Good

Digital marketing enthusiasm 

Good

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| **Work History** |

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| 2018-05 - 2020-01 | **Product Support Engineer**  *HCL, Noida, Uttar Pradesh*   * Managed customer relationships by delivering prompt responses to questions. * Resolved system and customer issues by troubleshooting and providing effective solutions. * Gathering requirements from US customers for different Local Exchange carriers and designing them on tools like Wisor manually * Support Ethernet provisioning process for Local Exchange carriers like AT&T and Verizon. Became the SME for new reps. * Hands-on experience in network integration, deployment, and support as per the customer's requirements. |

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| 2015-03 - 2016-02 | **Process Associate**  *Tech Mahindra, Noida*   * Identified and resolved process issues to drive optimal workflow and business growth. * Identify customer's needs as per their requirements * Resolving customer queries over telephonic conversations * Proficient in troubleshooting the network/link in case of any breakdown. |

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| **Education** |

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| 2021-10 - Current | Masters of Design: Strategic Innovation And Design  *Masters of Design - Jain(Deemed-to-be University) - Bangalore*  It is an interdisciplinary manner to impart the ability to design business processes and techniques integrated with user research, entrepreneurial skill, and experimental learning, supported by scientific & holistic understanding. It has an application of Design Thinking, Communication strategy, and enhancement of User Experience. |

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**(Projects)**

*Jain(Deemed-to-be University) –* Bangalore

**Strategic Innovation and Design-**

**Design Project 1- Enhancing the visibility of The D-School(7th Floor) in the whole CMS campus**

The solution is proposed by ideation and mind mapping to make the D-School visible on the whole campus based on primary and secondary research methodologies.

**Design Project 2(Inclusive Design)- Insights into the life of senior citizens**

It includes methodologies like Research, strategizing, and design. The research methodologies include Primary and secondary data collection to analyze the problem of senior citizens and rectify it by proposing a new business model.

**Design Project 3(Innovation by Design)- Interactive Zoos**

It includes the analysis of existing problems in Zoos by understanding the pain of animals and the low income of the Zoo. A new business model is proposed to rectify the problems by creating empathy, making the journey rewarding, generating revenue, and creating high entertainment value.

**Project Centric Learning**

**First Project**

**Textile Waste management:** Teamwork has been done on recycling, reusing, and reducing textile waste. A business model is proposed to large textile groups and clothing brands that they can do this as a CSR activity in the future, which will greatly help society and the environment.

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| 2009-06 - 2013-06 | Bachelor of Technology: Electronics And Communications Engineering  *Future Institute of Engineering And Technology - Bareilly*  Made a project on **Smart Railway Track & Automatic Engine with Anti-collision System** using IC2-89c51 Microcontroller, IC1-7805 5V Regulator. Main objective: To avoid accidents happening on unmanned railway tracks with the use of sensors. |

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| **Certifications** |

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| 2022-11  2022-09 | Foundations of Digital Marketing and E-commerce  Business analytics with excel |