




# Mohd Razaa Khan

Technical Support Engineer

## Contact

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## Technical Skills

- HTML
- CSS
- JavaScript
- Linux
- MySQL
- Shell Scripting

## Customer Service Skills

Empathy || Patience || Professionalism ||  
Attention to Detail || Attention to Emotion ||  
Positive Attitude || Conflict Resolution ||  
Productivity

## Soft Skills

Communication || Collaboration &  
Teamwork || Adaptability || Time & Stress  
Management || Leadership || Critical  
Thinking || Creativity

## Education

### Technical Support Engineering

Masai School || Bangalore  
May 2022 - March 2023 || Full Time

### Bachelor of Science in PCM (B.Sc)

MJPRU Bareilly || Uttar Pradesh  
July 2016 - May 2020

## Certification

- [TCS iON Career Edge - Young Professional](#)
- [Communication Skills - TCS-iON](#)
- [Zoom Marathon - Masai](#)

## PROFESSIONAL SUMMARY

An enthusiastic and passionate individual with a self-motivated attitude seeking to become a successful professional in an innovative and competitive environment that can help build a career. Looking for a challenging and responsible position where knowledge and skills can be utilized.

## EXPERIENCE

### ASSISTANT SKILLED TRAINER

2016 - 2017 || FULL TIME

Worked as an Assistant Skilled Trainer at 'The American Institute of English Language' at Chandausi.

**Action:** Involved in dealing with the day-to-day doubts of the students and assisting them in practicing spoken English and receptionist

## PROJECTS

### ASANA USER ONBOARDING

An American software company based in San Francisco whose flagship Asana service is a web and mobile "work management" platform designed to help teams organize, track, and manage their work

**Tech Stack & Tools :** Html || CSS || Reveal.js

**Features :** Work space of Asana

**Areas of responsibility:**

- Built presentation using reveal.js
- Content Research

### FIT BUDDIES

Fit buddies is a website where users can track their daily exercise routine and levels of calories burned. Also, new users can learn different exercises and can set their goals on daily basis.

**Features :**

Authentication || Premium || Responsive webpages ||  
Successful Transactions || Feedback || Friendly UI/UX

**Tech Stack & Tools :**

Html || CSS || JavaScript || Git || GitHub || Netlify  
*Duration: 1 week - Collaborative project (5 Members)*