



## CONTACT

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## TECHNICAL SKILLS

- OS
- SQL
- Linux Commands
- Shell Scripting
- Debugging
- Troubleshooting
- Networking
- HTML
- CSS
- JavaScript
- Reveal.js
- DSA

## CUSTOMER SERVICE SKILLS

- Conflict Resolution
- Customer Success
- Multitasking
- Critical Thinking

## SOFT SKILLS

- Communication
- Time Management
- Decision Making
- Active Listening

## ACHIEVEMENTS

- IT Talent Search Udaan
- Inspire Award
- Buddhijivi Manch
- Zoom Marathon Challenge

## CERTIFICATIONS

- Indian Institute of Banking & Finance
- Basics of Web Development
- Basics of Data Analytics
- Basics of SQL
- Basics of NPM

# MUSARRAF RAZA

## TECHNICAL SUPPORT ENGINEER

### PROFESSIONAL SUMMARY

An aspiring Technical Support Engineer, proficient in troubleshooting and resolving technical issues. knowledgeable in various software and hardware systems. Strong communication and problem-solving skills with a commitment to delivering excellent customer service.

### EDUCATION

#### Technical Support Engineering (Full-Time)

Masai School, Bengaluru  
May 2022- April 2023

#### Diploma in Electrical Engineering

Government Polytechnic, Dumka  
July 2019- October 2021

#### Intermediate in Science

Gossner College, Ranchi  
June 2017- May 2019

### PROJECTS

#### Asana Presentation

Asana's onboarding presentation introduces new users to the platform's project management and collaboration tools.

- **Tech Stack Used-** HTML | CSS | JS | Reveal.js
- **Areas Of Responsibility-** Created an attractive presentation with animation and coding
- A collaborative project developed within 2 days, with a team of 2 members

#### FarFetch Clone

Farfetch is an online luxury fashion retail platform, offering items from over 700 boutiques and brands globally.

- **Tech Stack Used-** HTML | CSS | JS
- **Features-** Homepage | Signup | Login | order | payment
- **Areas Of Responsibility-** Home page | Interactivity | Navbar | Products page
- A collaborative project developed within 4 days, with a team of 5 members

### WORK EXPERIENCE

#### Assistant Electrical Engineer (Full-Time)

Dixon Technologies, Noida  
November 2021- April 2022

- Worked closely with the bonding department.
- Quality checking.

#### Banking Correspondent (Part-Time)

Axis Bank, Hazaribagh  
December 2020- July 2021

- Managed customer data.
- Developed customer relations.