RUPESH PRAJAPATI

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Websites, Portfolios, Profiles

- https://prajapatirupesh69.github.io/my-portfolio/

Professional Summary

Results-driven IT Professional with a **Master of Information Technology** and hands-on experience as a **Web Developer providing technical support to end users and clients**. Strong ability to troubleshoot software, CMS platforms, hosting environments, and user-reported issues. Experienced in translating technical problems into clear, user-friendly solutions. Adaptable, fast learner, and well-suited for **IT Help Desk, Technical Support, and Web Development roles**.

KEY SKILLS

IT Support & Help Desk

- Level 1 technical support (Phone, Email, Ticket-based)
- Software installation & configuration (Windows, macOS)
- Basic networking concepts (DNS, hosting, connectivity issues)
- Hardware & peripheral troubleshooting
- Incident logging, documentation, and follow-ups

Web Development & CMS

- WordPress & Shopify administration
- HTML5, CSS3, JavaScript, Liquid
- Website troubleshooting & bug fixing
- Performance optimisation & cross-browser testing

Tools & Technologies

- MySQL, PostgreSQL, MongoDB
- Git, cPanel, Google Analytics
- Hosting management & backups
- Third-party plugin and API integration

Communication

- Client & end-user support
- Technical documentation & user guides
- Explaining technical issues in simple terms

Experience

WEB DEVELOPER / TECHNICAL SUPPORT, 08/2022 - 03/2023
Nova Solution, Adelaide, SA

- Provided **frontline technical support** to clients for website access, form errors, login issues, and CMS functionality.
- Troubleshot WordPress and hosting-related issues including plugins, themes, email configuration, and site performance.
- Managed hosting environments using **cPanel**, monitoring uptime, backups, and security.
- Tested websites across devices and browsers to identify and resolve UI/UX and compatibility issues.
- Logged issues, documented solutions, and communicated progress clearly to clients and project managers.
- Assisted non-technical users with step-by-step guidance, similar to **Level 1 IT Help Desk support**.

WEB DEVELOPER / SYSTEMS ADMIN ASSISTANT, 10/2016 - 05/2018
3iWeb Experts, Gujarat, India

- Diagnosed and resolved website configuration, performance, and server-related issues for multiple client projects.
- Assisted with **system administration tasks**, including updates, patches, and access management.
- Integrated third-party tools and APIs, ensuring secure and stable operation.
- Provided client training on CMS back-end usage, effectively supporting users with day-to-day technical queries.
- Maintained documentation and handled support requests, mirroring ticket-based IT support workflows.

Education

Master of Information Technology: Information And Computer Systems
Flinders University - Adelaide, SA 09/2019

Bachelor of Computer Applications: Information And Computer Systems
Hemchandracharya North Gujarat University - Gujarat, India, 09/2015

References

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