

## PRANJAL MISHRA

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### KEY SKILLS:

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|-------------------|-------------------------------|
| ➤ Data Analytics  | ➤ Python (Pandas, Matplotlib) |
| ➤ Microsoft Excel | ➤ MongoDB                     |
| ➤ SQL             | ➤ Power BI                    |

### EXPERIENCE:

**Concentrix Daksh Services Pvt Ltd – Representative Operations (Dec 2021 – May 2022)**

#### ❖ Roles and Responsibilities:

**Role:** Remote Support Advisor for Customer Satisfaction | Network and Hardware Troubleshooting  
| Virtual Support | Project- HP Pan India | Printer LOB.

- Creation/Modification and Managing of shared folder accesses and permissions, Distribution Lists and Security Groups along with their membership and ownership.
- User management through Active Directory and CDAX.
- Troubleshooting of Hardware and Software issues linked to all Printers with the help of AnyDesk and Remote-control viewer.
- Troubleshooting Printers Hardware issues virtually over the call.
- Handling of cases related to Printers of all kind.

### EDUCATION:

#### Masters of Computer Application (2022-2024)

- Babu Banarasi Das University, Lucknow [Full Time]
- Specialization In Data Analytics And AI.

#### Bachelor of Computer Application (2021)

- Shri Ramswaroop Memorial University [Full time]
- Lucknow.

#### Intermediate (2018)

- CBSE Board [Full time]
- Physics, Biology, Chemistry, With Computer Science.

#### High School (2016)

- CBSE Board [Full time]

### TRAININGS:

**Core Java** – The Training consisted of Leveraging basic concepts, OOPs concepts, & Java App Development modules.

**Google Data Analytics-** The training consisted of basic foundation classes of data analytics, how to analyse data, How to visualise data, etc.

**PROJECT:**

**Online TIC-TAC-TOE Game:** *Fully Functional Game Programmed on Java and some additional libraries.*

**ADDITIONAL SKILLS AND HOBBIES:**

**Personal skills:** *Proficient in learning & adopting to new skills, focused, hardworking and reliable.*

**Hobbies:** *Travelling And Doing outdoor activities.*

**Languages known:** *Hindi, English (Written and spoken).*