

Mayur Rana

Software Support Executive

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Navsari, India

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Technical Support Executive with **3+ years' experience in IT solutions**, software testing, and troubleshooting. Skilled, detail-oriented, and **ready to contribute immediately** to organizational success.

WORK EXPERIENCE

Software Support Executive WebContrive Technologies Pvt. Ltd.

08/2022 - 12/2024

Surat, India.

Experts in Shopify, custom apps, and e-commerce performance optimization.

Key Responsibilities Area

- **Technical Support & Testing** : Resolved **90%** of Shopify app issues within **24 hours**, ensuring smooth functionality.
- **App Configuration & QA** : Optimized and configured **100+ apps** for compatibility, increasing store performance by **20%** .
- **Troubleshooting & Issue Resolution** : Resolved **95%** of technical issues through root cause analysis, boosting app stability and uptime.
- **Documentation & Continuous Improvement** : Created **20+ manuals and FAQs**, cutting support queries by **30%** and boosting app features by **25%**.
- **Training & QA Support** : Delivered **10+ training sessions** and conducted usability testing to increase merchant efficiency by **25%** .

IT Consultant RCK Enterprise Pvt. Ltd.

02/2021 - 07/2022

Surat, India.

Design bespoke jewelry and offer exclusive online collections.

Key Responsibilities Area

- **ODOO ERP Optimization & Testing** : Optimized and tested ODOO ERP, improving system performance by **20%** and enhancing operational efficiency.
- **Module Customization & Testing** : Customized ODOO modules with developers, validating **50+ changes** for optimal performance.
- **Training, Support & QA** : Trained **20+ users** and conducted UAT, reducing onboarding time by **30%** .
- **System Integration & QA** : Integrated ODOO with **5+ third-party systems**, ensuring seamless operation and data consistency.

EDUCATION

B.E. Computer Science and Engineering MGITER, Navsari.

06/2015 - 01/2018

Distinction

D.E. Computer Science and Engineering Vallabhbudhi Polytechnic, Navsari.

06/2011 - 06/2015

First Class

SKILLS

SAAS

Adaptability

Communication

Attention to Detail

Time Management

Analytical

Troubleshooting & Problem Solving

QA & Testing

Live Chat

Ticketing System

Teamwork & Collaboration

Documentation

ACHIEVEMENTS

==> Selenium Basics

Great Learning Digital Course

==> Software Testing Tutorial

Great Learning Digital Course

==> The Fundamentals of Digital Marketing

Google Certified Course

==> Communication Skills

TCS iON E-Learning Course

PROJECTS

==> Rising India (06/2017 - 06/2018)

- Created a Crime Reporting app with real-time data, location tracking, and intuitive visualization for quick investigations.

==> Fair Deal Sales Syndicate (06/2013 - 06/2014)

- A user-friendly e-commerce platform for effortlessly shopping electronics and clothing.

LANGUAGES

Gujarati

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Hindi

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English

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INTERESTS

Software Support Executive

Manual QA Tester

Technical Support Specialist

Desktop Support

ERP Functional Consultant

System Administrator