

PRANJAL PANDEY

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Noida, Uttar Pradesh

Education

Bachelor of Science (Maths) -

July 2019 - July 2022

Radha Raman Mishra PG College Tulapur Sikandara Prayagraj

Intermediate

Feb 2019

Lal Singh Inter College Mangraura ,Pratapgarh, Uttar Pradesh

Work Experience

IT & Website Manager (Tech Team Leader)

Feb 2024 -Till Now

- Managed and maintained the organization's website with a team of 3 web developers, 2 photographers and 2 designers, meeting all business objectives and user needs.
- Implemented new website features to enhance user experience, resulting in increased user interaction.
- Ensured effective communication within the team and with stakeholders, keeping them informed about project progress, issues, and risks.
- Promoted a positive team culture and identified training opportunities for team members to enhance their skills.
- Ensured compliance with all relevant regulations, standards, and security policies in project development and delivery.

Support Software Engineer

Sep 2022 - Feb 2024

- Maintained a 98% customer satisfaction rate by resolving over 200 software issues monthly.
- Implemented a ticketing system, reducing resolution time by 20%.
- Trained new support team members, decreasing onboarding time by 30%.
- Acted as a liaison between clients and development teams, improving client understanding and satisfaction.
- Collaborated with the development team to reduce ticket volume by 15% over six months.
- Expanded the internal knowledge base with 50+ articles, decreasing repetitive queries by 25%.
- Led weekly support team meetings to review performance metrics and identify areas for improvement.
- Conducted regular follow-ups with clients to ensure long-term satisfaction and issue resolution.
- Managed escalation procedures to ensure timely resolution of critical issues.
- Implemented a customer feedback loop to continuously improve support processes.

PROJECTS

E-Commerce Website

- Our e-commerce website offers a streamlined interface with personalized product recommendations and real-time inventory updates.
- Key features include advanced search filters, a dynamic shopping cart, and a responsive design for all devices.
- Integrated social sharing and customer reviews enhance the shopping experience.
- The seamless checkout process ensures efficiency.
- We also provide specialized features for retailers and manufacturers.

TECHNICAL SKILLS

Programming Languages: JavaScript

Libraries/Frameworks: HTML, CSS, Bootstrap, TailWind.CSS, React.js, Node.js, Express.js

Tools/Platforms: VS Code, Atom

Database: MySQL, MS Excel

Version Control System: Git, GitHub, GitLab