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.

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