



# Pranav Arya

Date of Birth – 28/02/1994  
Birth Place - New Delhi, India  
Marital Status – Single  
Age: 25 Years

## Contact Information

Address: 49/4 Ashok Nagar, New Delhi, 110018 - India  
Phone No: +91 999-951-9915  
Email: pranav.arya094@gmail.com  
LinkedIn: <https://www.linkedin.com/in/pranavarya94/>

## About Me

I have more than 5 years of experience as a professional in the Information Technology Industry. Some of my Skills: Excellent Communication | Data Management | Technical Support | Account Management | SQL | Integration | CRM | Customer Support | Data Management | Critical Thinking | Leadership | SaaS | Networking (CCNA) | Social Marketing | MS Excel, MS Word, MS PowerPoint | Professional Video Editing | Adobe Photoshop | Adobe Premier Pro | Website Development

## My Work Experience

### BirdEye (January 22, 2018 – Till Present)

BirdEye is a SaaS company that manages online reputation/reviews for more than 80k businesses. BirdEye Ranks Under Top 100 SaaS Companies in United States and Canada.

### My Roles and Responsibilities

#### (Technical Support Engineer)

- Ownership of escalated and higher tier issues. Focusing on faster and accurate resolution
- Complex issues requiring to find data using SQL queries
- Debug issues on cloud application and expertise in working with cross functional teams
- Managing enterprise, Channel and SMB account clients
- Executing API calls using CURL and REST client.
- Integration with different CRM's (SIKKA Soft, Zapier, Salesforce, Curve-Hero, etc.)
- Data management and in-depth documentation of client issues on tickets
- Managing client reviews on Google, Facebook, Yelp and 150 + review websites
- Managing SEO (Search engine optimization)
- Connecting with client via chat, email and phone
- Brainstorming, Troubleshooting, Technical support and customer service for client issues
- Taking team meetings and quick huddles to gather important information and to discuss new product information
- Managing tickets on Jira and Salesforce

#### Extra's:

- Training new employees on SQL, Integration and product knowledge
- Making constructive and detailed PowerPoint presentations for training of new employees
- Bringing out innovative ideas to make troubleshooting fast and easy for employees
- Managing the role of a cultural committee member to make work a fun and happy place

## Convergys (August 16, 2016 – January 2, 2018)

Provides services to clients in various industry verticals: Automotive banking and financial services, insurance, healthcare, technology Etc.

### My Roles and Responsibilities

#### (Technical Associate)

- Configuring modems and routers for AT&T clients
- Extensive troubleshooting on modems like Netgear, CenturyLink, Motorola, Actiontec, etc.
- Data management and documentation of customer queries on Siebel CRM.
- Taking supervisor calls as an escalation team member
- Working on 25 + tools to troubleshoot client issues
- Managing case que of team members to make sure issues are being resolved timely
- DNS resolution and IP config troubleshooting
- Software - OS level troubleshooting in Win 7 & Win 10, MS Office 2013 & Above package, Outlook, Skype For Business, One Drive and Antivirus troubleshooting

## Mantech Automat Industries (December 4, 2014 – August 8, 2016)

Manufacturer of automotive subassemblies, drive shafts, hydraulic parts and CNC machined parts.

### My Roles and Responsibilities

#### (IT Administrator)

- Maintenance of computers and network systems
- Managing security of all computer systems
- Managing privacy of data and applications on computer systems
- Making presentation, working on Microsoft Excel and Microsoft Word
- Creating daily reports of computer logs and activities
- Management of computer hardware
- Cabling and structure of wiring for internet connections

Education	Languages	Hobbies
SQL	English (Excellent) Hindi (Excellent) Punjabi (Good) Russian (Learning)	Playing Sports, Listening to Music, Cooking, Exploring New Technology and Fitness
CCNA (CISCO)		
Bachelor of Science Graduation (IGNOU)		
Class 10 <sup>th</sup> – 64%		
Class 12 <sup>th</sup> – 72 %		

## Some of my LinkedIn Recommendations



### Rahul Pathania

Senior Manager, Technical Support - 18 years of work experience in Customer Delivery, Technical Support, IT & Management

June 17, 2019, Rahul managed Pranav directly

Pranav (aka Peter) is wonderful to work with. What I appreciate about him is his calm nature. He remains patient and calm and analyzes the situation in hand before taking a decision which is the right approach. A keen professional who craves to not only learn but comes up with innovative ideas for the team which helps increase productivity. He is a Sikka guru.. and have been a super trainer to CSMs across the organization. To sum it up, he is a team player, enthusiast, self motivated, adapts to any working environment, methodical and carried positive attitude at all times. My best wishes to him at all times, wherever he goes he will be an asset to the new organization. [See less](#)



### Randi Bernas

Enterprise Implementation Services Specialist at BirdEye

August 4, 2019, Randi worked with Pranav in different groups

Pranav is an incredible asset to any team he is on. After working with him for about a year, I know I can always count on him to deliver effective and efficient support to any issue. Also, he is an absolute joy to work with. When some days feel like you are in the trenches, it is a great feeling to know he is in your corner willing to help collaborate with a huge smile on his face. His positive attitude is infectious! I recommend Pranav as a technical support representative, as a problem solver and as a powerful ally. [See less](#)



### Varun Arora

Product Marketing at BirdEye

August 10, 2020, Varun worked with Pranav in different groups

I had an opportunity to work with Pranav while at BirdEye. He is one of the most talented and hard working guys I have come across. This guy codes, writes content, knows SQL, MS Office, technical tools, and has an amazing connect with customers. Apart from his varied and terrific skill sets, he has this monk-like demeanor which helps him stay motivated and positive in all situations. He is one resource everyone would love to have.

[See less](#)

**My LinkedIn Profile is:** <https://www.linkedin.com/in/pranavarya94/>