

SOUMYA RANJAN BAL

ROURKELA, INDIA 769014 | 6371818571 | soumyabaldirector@gmail.com



SUMMARY

Flexible hard worker ready to learn and contribute to team success.

SKILLS

- Content writing
- Content marketing
- Help Desk Support
- Beginner Level Front End Development
- Ms Word & Excel
- Visual Creator
- Visual Editor

EXPERIENCE

02/2023 - Current

Helpdesk Support Engineer

HEPTA INFOTECH SERVICES LLP, NITR — ROURKELA, INDIA

- REGULAR MAINTAINACE OF LICENSE SOFTWARES
- REGULAR COMPUTER LAB OPERATIONS
- NETWORK AND SERVER RELATED PROBLEMS
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.

01/2021 - 11/2021

Field Supervisor

BIOTECH AGRINOVATIONS PVT. LTD, NITR — ROURKELA, INDIA

- Assigned work to field employees, based on material or work requirements for specific jobs.
- Estimated materials or worker requirements to complete jobs.

EDUCATION AND TRAINING

05/2021

PGDCA: COMPUTER APPLICATIONS

MICE COMPUTER INSTITUTE — ROURKELA

POLYTECHNIC DIPLOMA: MECHANICAL ENGINEERING

UTKALMANI GOPABANDHU INSTITUTE OF ENGINEERING — ROURKELA

BOARD OF SECONDARY EDUCATION : 10TH

SARASWATI VIDYAPITHA — ROURKELA

LANGUAGES

Odia: First Language

English: B1

Intermediate

ACHIEVEMENTS

- COMPLETED BASICS OF DIGITAL MARKETING FROM GREATLEARNING ACADEMY
- COMPLETED ENTRY LEVEL DIGITAL JOURNALISM PROJECT FROM REUTTERS - A META SPONSORED PROJECT
- COMPLETED HTML FROM GREATLEARNING ACADEMY
- BEST CONTENT WRITER FOR AN AWARD WINNING SHORT DOCUMENTARY FILM "YATRI" FROM ROURKELA FILM CLUB