

PRANJAL AGARWAL

Agra, India — +91 9119066455

pranjalagarwal9094@gmail.com — [linkedin.com/in/Pranjal](https://www.linkedin.com/in/Pranjal)

OBJECTIVE

To obtain a challenging Operations Engineer role where I can leverage my dual experience as a Software Developer and hands-on Operations Engineer to ensure seamless system deployment, client onboarding, and technical support. Skilled in both software development and hardware integration, I bring a strong foundation in real-world implementation, configuration, and client operations.

PROFESSIONAL EXPERIENCE

Software Developer & Operations Manager

Jan 2023 – Present

Softcruise Technologies, Agra, India

Software Development:

- Developed and enhanced web and mobile frontends using **JavaScript** and **React Native**, improving usability for vehicle tracking and analytics dashboards.
- Integrated APIs with backend systems to deliver **real-time fleet monitoring, live charts, and analytics panels**.
- Improved TrackingHAWK software by creating new modules such as **status dashboards, vehicle tracking panels, and utilization graphs**.
- Ensured **cross-browser compatibility and responsive design** for dashboards and mobile apps.

Operations Management:

- Configured and deployed **Teltonika GPS devices (FMB series)**, including firmware upgrades, live testing, and seamless integration with TrackingHAWK.
- Managed the full operational cycle from **hardware setup to software deployment and client onboarding**.
- Authored **technical documentation, SOPs, and user manuals** to streamline hardware–software deployment.
- Delivered **hands-on client support** including troubleshooting, onboarding guidance, and post-deployment technical assistance.
- Represented the company at **global and national exhibitions (GITEX Dubai 2024, IndiaSoft 2025, etc.)**, conducting live demos and handling client technical queries.
- Collaborated with pre-sales and tech teams to perform **product walkthroughs** and ensure operational readiness.

EDUCATION

B.Tech in Computer Science Engineering

Hindustan College of Science and Technology, Agra (Sharda Group)

2019 - 2023

Percentage: 75%

Class XII (Intermediate)

M.D. Jain Inter College, Agra

2018 - 2019

Class X (High School)

M.D. Jain Inter College, Agra

2016 - 2017

SKILLS

Operations Management	Expertise in overseeing and optimizing software and hardware operations, including system workflows, product deployment, and technical process improvements.
Process Optimization	Skilled in designing and implementing SOPs for software workflows, hardware integration, system monitoring, and operational efficiency.
Software Development	HTML5, CSS3, JavaScript, React Native, PHP, Python
Operations	Teltonika Configurator, Firmware Updates, Device Setup, Real-time Testing
Client Support	Technical Consulting, Product Demonstration, Issue Resolution, Documentation
Tools	VS Code, Teltonika Configurator

PROJECTS

TrackingHAWK Fleet Management Platform

- Designed UI components for vehicle tracking, fleet analytics, and live monitoring dashboards.
- Configured and tested Teltonika GPS devices to ensure end-to-end integration.
- Delivered system support to clients, assisting in live tracking accuracy and device behavior. - Authored setup manuals and quick start guides for operations and training purposes.

TrackingHAWK Android App - Created intuitive mobile interfaces in React Native for live vehicle data access.

- Supported API testing and mobile-to-server communication for field operators.

Vision Therapy Software

- Built frontend interfaces optimized for accessibility and usability.
- Worked with teams to align UI/UX with operational workflows in therapy centers.

TRAINING & CERTIFICATIONS

- Programming Foundation with C (NIIT) *07/2019*
- Full Stack Development from Prutor.ai (IIT Kanpur) *09/2021*
- Python Certification (Udemy) *09/2021*
- Internship at Robustresults Pvt. Ltd. as Full Stack Developer *10/2021*

EXHIBITIONS

- Represented Softcruise at **GITEX GLOBAL 2024** (Dubai), **UP International Trade Expo 2024**, **Truck Trailer and Tyre Expo 2024**, and **IndiaSoft Expo 2025**.
- Conducted technical and operational demos for domestic and international clients.
- Assisted in system onboarding, operational testing, and product promotion during live events.