Gougla Surya

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Career Objective

Aspiring Java developer with a solid foundation in software development and experience in customer service. Recently completed comprehensive Java Full Stack training, and eager to apply my technical skills to build scalable and efficient software solutions.

Professional Experience

Customer Service Agent
DAZN software private limited, Hi-tech City
06/May/2024 – Present

- Delivered exceptional chat support to resolve customer queries, ensuring high customer satisfaction.

- Developed effective communication and problem-solving skills while managing customer escalations.

- Consistently met performance metrics, including response time and issue resolution rates.

Education

Qualification	Institution	Year of Completion	CGPA
Bachelor of Science (CS)	National Degree College, Nandyal	2022	8.36
Intermediate (12th Grade)	National Junior College, Nandyal	2019	9.19
High School	Municipal High School, Nandyal	2017	9.3

Certifications & Training

Java Full Stack Developer Course
J Spiders, JNTU
Dec/2022 – Dec/2023

- Comprehensive training in Java, Spring Boot, Hibernate, REST APIs.

- Frontend skills in HTML, CSS, JavaScript, and frameworks like React.

- Backend skills include SQL database handling, server deployment, and debugging.

Technical Skills

- **Programming Languages:** Java, SQL, JavaScript
- **Frameworks & Tools:** Spring Boot, Hibernate, REST API, React
- **Databases:** MySQL
- **Development Tools:** Eclipse
- **Soft Skills:** Communication, Problem-solving, Team collaboration

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Academic Projects

College Management System
Java and Spring Boot

- Created a RESTful web service to manage inventory records, including CRUD operations.
- Utilized Hibernate for ORM and connected with MySQL for database operations.
- Improved query performance through optimized indexing and caching.

Achievements

- Successfully transitioned to a customer-facing role and developed communication expertise.
- Completed Java Full Stack training with commendable performance.
- Solved some coding problems (Java,Sql) in the site Hackerrank
- Getting a certificate in java basics in that site Hackerrank

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Languages

- English: Fluent
- Hindi: Fluent
- Telugu: Fluent