**Objective :**

Enthusiastic information technology graduate eager to leverage strong troubleshooting skills and customer service orientation as a Technical Support Representative. Bringing strong communication abilities, and the ability to understand customer problems and provide solutions with patience and empathy.

**Projects :**

* Created a machine learning model using python and tensor flow to predict the accuracy for classification of skin cancer classes with 75% accuracy.
* Designed a Netflix clone application using HTML/CSS.
* Software Automation Testing on Amazon Application.

**Certifications :**

* Certified in Software Automation Testing by Katalon SmartInternz - 2024
* Certified in JAVA FullStack Web Development by TAP Academy – 2023.
* Certified in Fundamentals of Project Management by IBM SkillsBuild.

**Languages :**

* - English (fluent)
* - Telugu (native)
* - Kannada (Basic)

**My Contact**

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MUDEDLA PAVANA MADHAVI

Computer Science Graduate

**Hard Skill**

* Java
* knowledge on Windows
* **Customer support knowledge**
* MYSQL
* MS Excel

**Soft Skill**

* Communication
* **Active listener**
* Quick Learner
* Detail- oriented
* Flexible

**Education**

**V.K.R, V.N.B & A.G.K College of Engineering**

B.Tech \ Computer Science and Engineering

7.51 CGPA

**KTR WOMEN’S College**

Intermediate \ MPC Completed in 2019

9.15 CGPA

**HemaSree Hayagreeva School**

SSC

Completed in 2017 – 9.2 CGPA