

PAVANSAI VELLANKI

SOFTWARE ENGINEER

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530017 | GitHub - <https://github.com/PavansaiVellanki>

OBJECTIVE

Passionate and motivated software Engineer with 2.5 years of experience as a Support Engineer. Seeking to leverage problem-solving skills, strong understanding of web technologies, and a commitment to learning as a front-end developer. Eager to contribute to building engaging and efficient web applications in a dynamic development team.

SKILLS

- **Languages** – HTML, CSS, JS (ES6+), Typescript (beginner).
- **Frameworks/ Libraries** – React (beginner), Bootstrap.
- **Responsive design** – Flex box, CSS Grid, Media queries.
- **Back-end Languages** – Java, Python.
- **Design tools** – Wireframe, Figma (basic).
- **Other technologies** – JSON, RESTful APIs.
- **Database** – MySQL, Mongo DB.
- **API testing tools** – Postman, SOAP UI.
- **Version control** – Git, GitHub.
- **Soft skills** – Communication, Team collaboration and Time management.

WORK EXPERIENCE

Wipro – Bengaluru

[OCT 2021 – MAR 2024]

Client – Lloyds Banking Group | **Role** – Software Engineer

- Provided Tier 1 and Tier 2 technical support to clients, resolving issues in a timely manner while maintaining a high level of customer satisfaction.
- Troubleshoot and debugged software to identify root causes of customer-reported bugs.
- Collaborated with product teams to identify, diagnose, and report software bugs, contributing to product improvement.
- Authored troubleshooting guides and technical documentation to streamline future support efforts.
- Reduced issue resolution time by implementing efficient problem-solving techniques.

- Supported teams during software deployments and configuration updates, ensuring smooth rollouts for clients.
- Gained experience in analysing code and identifying performance issues that have enhanced my understanding of efficient web development practices.

Key Achievements:

- Decreased average ticket resolution time by 25% within the first year of employment.
- Recognized as the “Employee of the Month” twice for quick resolutions and customer satisfaction.

Front-end Development Projects

Portfolio website

- Developed a personal portfolio website using HTML, CSS, and JavaScript to showcase my projects and skills.
- Implemented responsive design principles for a mobile-friendly experience.

Tic Tac Toe game

GitHub link - <https://github.com/PavansaiVellanki/TicTacToe>

- Developed Tic Tac Toe game using HTML, CSS and JavaScript DOM manipulation techniques.
- Implemented responsive design principles for mobile friendly experience.
- Deployed using GitHub.

Weather App 0.0

GitHub link - <https://github.com/PavansaiVellanki/Weather-app-0.0>

- Developed Weather website using HTML, CSS, JavaScript for front-end.
- Created a dynamic user interface that updates based on API responses using Express.js.

Todo List

GitHub link - <https://github.com/PavansaiVellanki/Todolist-0.1>

- Developed a simple Todo application using React.js
- Created custom components that change dynamically when user adds or deletes a task.

EDUCATION

- **B.Tech – [2017 – 2021]**
Lendi Institute of Engineering and Technology – ECE
CGPA – 7.96