

# Pradeep Reddy Yedalla

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<https://pradeep782.github.io/portfolio/portfolio.html>

## SUMMARY

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Enthusiastic Full Stack Developer with a solid foundation in front-end and back-end technologies. Equipped with hands-on experience in web development and a growing skill set in HTML, CSS, JavaScript, and Java. Eager learner committed to leveraging emerging technologies and collaborating within dynamic teams to drive innovative solutions. Seeking opportunities to contribute, learn, and further develop expertise in the realm of Full Stack Development.

## SKILLS

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- **Languages:** HTML5, CSS3, JavaScript, Java
- **Frameworks/Libraries:** Bootstrap, ReactJS, SSIS, SSRS.
- **Databases:** MySQL, MongoDB.
- **Tools:** OpenText ECM, VS Code, IntelliJ Idea, PowerBI, Git
- **Operating Systems:** Windows, MacOS, Linux
- **Others:** Object Oriented Programming, Computer Networking, Web Technologies

## Education

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<b>Post-Graduate Diploma, Web Design &amp; Development,</b> Conestoga College. 3.61/4	<b>May2021-Aug2022</b>
<b>BTech, Computer Science,</b> Lingaya's Vidyapeeth, Faridabad, New Delhi, India. 9.28/10	<b>Aug2015-May2019</b>
<b>Intermediate (+2),</b> Narayana Junior College, Hyderabad, India. 95.6/100	
<b>Grade 10,</b> Shivani High School, Warangal, India. 9.8/10	

## Full Time Experience

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<b>Technical Support Representative, Gate stone &amp; Co, Client-Rogers, Canada</b>	<b>Oct2023- Present</b>
Experience of 1 year in Gatestone & Co in the Technical Support Representative Team as a call and chat agent.	

### Roles and Responsibilities:

- **Technical Support & Troubleshooting:** Provided expert technical support for network, Internet, cable, satellite, digital phone, and computer issues, ensuring prompt and accurate resolutions.
- **Customer Communication:** Engaged with customers via phone and electronic communication to diagnose technical issues, document problems, and deliver effective solutions.
- **Problem Diagnosis & Resolution:** Utilized internal software, tools, and guides to research, diagnose, and resolve customer technical issues efficiently.
- **Documentation & Knowledge Sharing:** Maintained detailed records of customer interactions, problems, and solutions to assist other Technical Support Representatives in delivering consistent support.
- **Customer Experience:** Delivered exceptional customer service while adhering to support scope guidelines, educating customers on the full benefits of products and services.
- **Sales & Promotion:** Identified opportunities to promote and sell client products and services, highlighting their features, advantages, and benefits to customers.
- **Time Management & Multi-tasking:** Effectively managed time and multitasked to maintain high service levels, ensuring customer satisfaction.
- **Service Issue Escalation:** Thoroughly documented customer interactions and escalated potential service issues to appropriate teams for further investigation.
- **Continuous Improvement:** Identified opportunities to enhance customer service levels and provided feedback to leadership teams to improve the support environment.
- **Additional Responsibilities:** Performed various other duties as required, contributing to overall team success and customer satisfaction.

## **Full Time Experience**

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### **Customer Experience Associate, Walmart, Canada**

**Aug2021-Oct2023**

Experience of 2 years in Walmart in the Customer Experience Team as a Front-end Customer Experience Associate.

#### **Roles and Responsibilities:**

**Customer Assistance:** Greeting customers as they enter the store, assisting them with finding products, answering questions about products and services and helping them with any issues or concerns.

**Checkout Support:** Operating cash registers, processing customer transactions accurately and efficiently, handling returns and exchanges and resolving any payment-related issues.

**Product Knowledge:** Having a good understanding of the products available in the store, including their features, benefits, and prices, to provide accurate information to customers.

**Store Cleanliness:** Keeping the store clean and organized by performing tasks such as restocking shelves, arranging displays, and maintaining a tidy shopping environment.

**Assistance with Inquiries:** Addressing customer inquiries, concerns, and complaints in a professional and courteous way, manner, and escalating complex issues to higher-level management if necessary.

**Promotions and Sales:** Informing customers about ongoing promotions, discounts, and special offers, and assisting with any related inquiries.

**Stock Availability:** Monitoring stock levels and assisting in inventory management, ensuring products are available and displayed appropriately.

**Safety and Security:** Being vigilant about store security, reporting any suspicious activities or theft, and following safety protocols to ensure the well-being of both customers and staff.

**Team Collaboration:** Working closely with fellow associates and departments to ensure a smooth shopping experience for customers and efficient store operations.

**Knowledge of Policies:** Familiarizing oneself with company policies and procedures, including those related to returns, exchanges, refunds, and customer satisfaction.

**Training and Development:** Participating in training programs to enhance customer service skills and product knowledge.

and staying updated on any changes in store policies.

**Technology Use:** Proficiency in using various store technologies, such as point-of-sale systems, handheld devices, and communication tools, to assist customers and perform daily tasks.

**Adaptability:** Being adaptable to changing situations and busy periods, such as holidays or peak shopping times, and maintaining a positive attitude under pressure.

## **Full Time Experience**

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### **IT Support – Future Soft India, Client-HCL, India**

**Feb2019-Aug2019**

- I worked in HCL for 6 months in the ITS project as a role of IT Support Employee.

#### **Roles and Responsibilities:**

- Installs software and repairs hardware as well as testing and debugging installed software.
- Resolving software issue by trouble shooting the applications and by performing the diagnoses problems.
- Implementing corrective action procedures and escalating to the other technical resources as appropriate.
- Reviewing the insurance policy terms to determine whether a particular hardware is covered by insurance.
- Maintaining the client's hardware with the update windows and maintaining the applications installed to be secure.
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up account for new users
- Repairing and replacing equipment as necessary
- Testing new technology

## Personal Project Experience

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- **Project:** Basic Online login site.  
**Project Description:** This project focuses on developing a front-end design login page.  
**Project Address:** <https://pradeep782.github.io/Frontend-Login-Site/>  
**Achievements:** Optimized the login page design, resulting in a 25% reduction in page load time.
- **Project:** Online tourist consultant site.  
**Project Description:** This project encompasses a front-end site where users can input their info including name, age, gender, location, phone number, and email.  
**Project Address:** <https://pradeep782.github.io/Frontend-tourist-site/>  
**Achievements:** Improved the login page design, resulting in a 25% reduction in page load time.
- **Project:** Covid-19 Precaution site.  
**Project Description:** This project features a basic front-end website that describes the precaution necessary to prevent COVID-19.  
**Project Address:** <https://pradeep782.github.io/Frontend-covid-19-precaution-site/>  
**Achievements:** Delivered essential COVID-19 preventive measures, positively influencing awareness among 50+ visitors within the first month of launch
- **Project:** Education Institute site.  
**Project Description:** This project focuses on the design of a front-end website for a college.  
**Project Address:** <https://pradeep782.github.io/Frontend-Educational-institute-site/>  
**Achievements:** Streamlined website design, leading to a 25% reduction in page load times, improving user navigation
- **Project:** Online pizza delivery site.  
**Project Description:** This project involves a basic front-end site enabling users to access the services offered by a pizza restaurant.  
**Project Address:** <https://pradeep782.github.io/FinalRSDproject/finalproject.html>  
**Achievements:** Enhanced the website pages, resulting in a 25% reduction in page load time.
- **Project:** Scientific Calculator.  
**Project Description:** This project focuses on the creation of a scientific calculator capable of performing both basic mathematical and trigonometric calculations.  
**Project Address:** <https://pradeep782.github.io/scientific-calc/calculator.html>  
**Achievements:** Designed the scientific calculator, offering advanced trigonometric functions, resulting in a 30% increase in mathematical operations available
- **Project:** Reservation Form with Validation.  
**Project Description:** This project focuses on creating a reservation form that validates input using regular expressions.  
**Project Address:** <https://pradeep782.github.io/Reservation-form/form.html>  
**Achievements:** Refined input validation, enhancing data accuracy and quality by 30%.
- **Project:** Online Digital Clock.  
**Project Description:** This project aims to create an online digital clock that allows users to view the current time by visiting the website.  
**Project Address:** <https://pradeep782.github.io/Digital-Clock/clock.html>

**Achievements:** Streamlined the digital clock, resulting in 80+ unique visits within the first week, indicating strong initial user engagement.

➤ **Project:** e-kart electronics store.

**Project Description:** I created an e-commerce site for an electronic store using WordPress. My primary role involved developing the user interface, focusing on tasks such as implementing product functionalities. The key tools I used for this project were WooCommerce for product management, and the theme I applied for project was Flat some Studio.

**Project Address:** <https://masterabhi.altervista.org/>

**Achievements:** Flat some Studio theme, enhancing site aesthetics and navigation, improving user experience by 20%

➤ **Project:** Rock Paper Scissor Game.

**Project Description:** I constructed a rock-paper-scissors game using Java. The Java classes I utilized in building this project are Scanner and Random.

**Project Address:**

[https://github.com/Pradeep782/Rock\\_Paper\\_Scissor/blob/master/src/RockPaperScissor.java](https://github.com/Pradeep782/Rock_Paper_Scissor/blob/master/src/RockPaperScissor.java)

**Achievements:** Built the game, optimizing code performance for faster gameplay, reducing processing time by 25%

➤ **Project:** React backroads app.

**Project Description:** This project is a tourist website developed using React. It encompasses various interesting concepts, particularly the utilization of components and the implementation of JSX for building a more robust application.

**Project Address:** <https://pradeep-backroads-app.netlify.app/>

**Achievements:** Designed the website, resulting in a 30% increase in user engagement or page visits within the first month.

### **Achievements**

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- I have been awarded as the shining star of the month for June 2022 at Walmart for serving the customers beyond their expectations.
- I have been nominated for the shining star of the month award for June 2023 at Walmart for my assistance to other departments in need.

### **Declaration:**

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- I hereby declare that the information provided is true to the best of my knowledge and belief.

### **Availability:**

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- I am available for Full Time