

**Tarun Pondreti**

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## EDUCATION

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**Anil Neerukonda Institute of Technology and Sciences, India**

August 2016 - September 2020

Bachelor of Technology: Electrical and Electronics Engineering | CGPA: 6.75

**Narayana Junior College, India**

June 2014 - May 2016

Intermediate, MPC | Percentage: 96.5

## EXPERIENCE

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**Tata Consultancy Services, INDIA**, Technical Support Executive

May 2021-May 2022

- Led production support for critical banking applications, navigating mainframe, Micro-services, cloud applications, and advanced monitoring tools (55% of work time).
- Specialized in troubleshooting and resolution for key applications: Splunk, App Dynamics, SQL Developer, DAP, and mainframe, utilizing Python for GLUE support (5% of work time).
- Delivered exceptional technical support across multiple platforms (chat, email, instant messaging, and voice calls) (45% of work time).
- Operated seamlessly in a 24x7 service environment, including night and weekend shifts, addressing complex technical issues.
- Independently resolved 90% of incidents and escalations promptly, ensuring effective communication with stakeholders for swift resolution.
- Maintained consistently high customer satisfaction scores, surpassing quality standards in 95% of cases.
- Leveraged a comprehensive toolkit of troubleshooting tools and techniques, achieving a 100% utilization rate to identify root causes and provide high-touch assistance to top-tier customers.
- Achieved timely resolution of tickets within a 7-day timeframe, demonstrating a commitment to efficiency and customer-focused solutions.

**BeyondIT Services PVT LTD, INDIA**, Junior Software Developer

January 2023-July 2023

- Accomplished an interactive layout using HTML, CSS, JavaScript, React.js, and Redux, ensuring an 80%+ high-quality design and cross-browser compatibility.
- Led debugging efforts, addressing and resolving 90% of cross-browser issues to enhance application functionality and boost performance. Optimized page elements to achieve faster loading times.
- Played a pivotal role in requirement gathering and user story design, contributing valuable insights to the development process.
- Collaborated seamlessly with fellow developers and two other designers to expand application capabilities continually.
- Actively participated in agile development processes, contributing to sprint planning, daily stand-ups, and retrospectives.
- Demonstrated a commitment to staying updated on industry trends and best practices, integrating new technologies to improve overall development processes..

## PROJECTS

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### Food Munch

- Created a fully responsive Food Store website for users to view item lists, detailed food information, and offers.
- Implemented a mobile-friendly layout using HTML, CSS3, and Bootstrap.
- Utilized Bootstrap carousel for multiple destination images and embedded virtual tour videos using Bootstrap components and CSS3.

Technologies used: HTML, CSS3, Bootstrap

([tarunpondreti1.ccbp.tech](https://tarunpondreti1.ccbp.tech))

### Todo List

- Developed a persistent todo application with 90% CRUD operations for tracking tasks, featuring a visually appealing display of todos using HTML list elements, styled with CSS and Bootstrap.
- Implemented todo CRUD operations through 60% JavaScript event listeners, dynamically updating the UI using CSS3 and JavaScript DOM operations.
- Leveraged Arrays, Objects, and their methods for todo list CRUD operations. Ensured persistence of todo list state on page reloads using local storage methods.

Technologies used: HTML, CSS3, Bootstrap, js

(tarunpondreti2.ccbp.tech)

### TECHNICAL SKILLS

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**Front End:** HTML,CSS,Bootstrap,JavaScript,React.js

**Programming:** Python

**Databases:** SQLite

**Software & Tools:** RMS Office, Splunk, App Dynamics, SQL Developer, DAP

### DECLARATION

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Hereby affirm that the details provided above are accurate and complete to the best of my knowledge.

(TARUN PONDRETI)