

PANDU RANGA RAO AKURATI

akurati1824@gmail.com | +91-6302335909 | PeddaVeedhi , Gudivada – 521301

ROLE : IT Customer Support [1+ Year exp]

SKILLS

→ Incident Management → Remote Desktop Support → User Account Management → Active Directory Knowledge → ITSM Tools (ServiceNow, Remedy) → Windows Operating Systems (7, Vista, XP) → Troubleshooting Network Connectivity → MS Office Suite Expertise → VPN and Remote Access Support → Desktop Applications (WinZip, Acrobat) → Device Support (Laptops, Desktops, Printers, PDAs) → Vendor Management → Installations, Moves, Adds, and Changes (IMAC) → Documentation and Knowledgebase Maintenance → Training and Knowledge Transfer → Metrics and Reporting → Multilingual Communication (English + Regional Language) → Customer Experience Management (CSAT, FCR, AHT) → Team Collaboration and Adaptability

WORK EXPERIENCE

JUNIOR SOFTWARE ENGINEER | Neuotics Software Pvt Ltd ,Hyderabad , April 2024 – May 2024 .

UAN : 102072113222 | **HR Mail :** hr@neuoticsoft.com | **Ph No :** 9959264694

Junior Associate | Zognu Technologies , Hyderabad , Feb 2023 – Jan 2024.

HR Mail : hrteam@zognu.com | **Ph No :** 7893401761

EDUCATION

- **Bachelor of Technology [BTech] in Electronics and Communication Engineering [ECE]** from **Jawaharlal Nehru Technological University, Kakinada (JNTUK) , Graduated in January 2023** with a **CGPA 6.5/10** [Ramachandra College of Engineering] , [Eluru - Andhra Pradesh].

CERTIFICATIONS

- Certified of Cyber Security and Ethical Hacking was Proved By The NSIC.
- Certified of Linux Commands.
- Certified of CCNA

PERSONAL PROJECTS

- **E-Commerce Web Application :** Developed a fully responsive e-commerce platform using ReactJS, allowing users to browse products, add items to a cart, and complete purchases through a seamless checkout process. Integrated backend APIs to handle product data, user authentication, and order management.
 - **ReactJS** for building reusable components and managing application state using **Redux**.
 - Implemented dynamic routing with **React Router**.
 - Integrated **RESTful APIs** for product data, authentication, and payment processing.
 - Optimized performance using **React Hooks** and code-splitting techniques.
 - Styled the UI using **CSS3**, **Bootstrap**, and **SASS** for a responsive design.