

Pavan Kumar Reddy B

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Career Objective:

Aspiring software professional with experience in customer support and a growing knowledge of Python, JavaScript, HTML, and CSS. Passionate about technology and problem-solving, seeking an opportunity to contribute to a tech-driven organization while continuously learning and growing in the field.

Education

Sree Vidyanikethan Engineering college, BS in Mechanical Engineering Aug 2019 – May 2023

- GPA: 8.45/10.0

Sri Chaitanya Jr college, Class 12 June 2017 – April 2019

- GPA: 9.92/10.0

Experience

Customer Support Specialist, Tech Mahindra– Hyderabad, Sep 2023 – Mar 2025

- Delivered tech-enabled customer support by resolving issues, following up on services, and enhancing user satisfaction across a high-volume workflow.
- Collaborated with a 6-member team, streamlining documentation and improving workflow efficiency using internal tools
- Gained experience in working with internal systems and contributing to team KPIs in a high-pressure environment.

Projects

Personal Notes App – *Flask, SQLite, HTML, CSS, JavaScript*

- Built a full-stack web app that allows users to register, log in, and manage personal notes with secure Flask Login authentication.
- Integrated secure user authentication using Flask-Bcrypt and session management with Flask-Login.
- Developed dynamic CRUD operations, search functionality, and custom form handling using Flask-WTF.

Drop-down Design, Portfolio– *HTML,CSS*

- Designed a personal portfolio with an interactive dropdown landing page for clean UI demonstration.

Technologies

Technical Skills (Current & Learning):

- Programming Languages: Python, JavaScript
- Web: HTML, CSS, ReactJS, Flask, Flask-Bcrypt, Flask-login, Flask-WTF
- Database: SQL, SQLite
- Tools: VS Code, GitHub
- **Other:** MS Word, PowerPoint, Excel, Internet Savvy

Soft Skills:

- Communication
- Problem-solving
- Time Management
- Adaptability