

Sindhu Pravallika

Ambati

OBJECTIVE

To secure a challenging position in an established and innovative organization where I can utilize my skills and experiences to effectively contribute to the company's success while continuously enhancing my professional growth and development.

EXPERIENCE

IT SUPPORT ANALYST

IKEA (External - Adecco)
Feb 2022 - Present

Experienced IT Support Analyst with over 2 years of practical experience in delivering technical support to users and ensuring the seamless functioning of computer systems, hardware, and software. Skilled in identifying and resolving technical issues. I handled user issues through phone, chat, and the ServiceNow ticketing system, providing effective solutions.

SOFTWARE ENGINEER INTERN

IKEA IT · Internship
Oct 2021 - Feb 2022

Enthusiastic about utilizing technology in developing and deploying solutions using Power Apps, Power Automate. Skilled in collaborating with teams. Passionate about using technology to enhance and optimize business processes and committed to continuous learning.

DEVELOPER

Växjö Kommun (Diaccess) · Internship
Apr 2020 - Sep 2020

Developer with a foundation in HTML5, JavaScript, Bootstrap, and CSS. A willingness to learn and adapt to new technologies, demonstrated through active listening and effective communication skills. Worked together utilizing platforms such as Microsoft Teams and developed a chatbot using Dialogflow and Microsoft Power Virtual Agents.

CONTACT

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Älmhult, Sweden

EDUCATION

- **Kristianstad University**
Master's degree in
computer science
Specialization in Embedded
Systems
 - **Jawaharlal Nehru
Technological University**
Bachelor's degree in
computer science
 - **Haganässkolan**
Swedish Language (B Level)
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SKILLS

- Willingness to learn
- Software Troubleshooting
- Technical Support
- Incident Management
- ServiceNow
- Service Desk
- Active Directory
- Miro Admin
- Microsoft office
- Windows OS