

Srichandana Chakilam

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PROFESSIONAL SUMMARY

Computer Science Master's graduate with 4 years of industry experience in software and web development, and data analysis. Proficient in Java, Python, SQL, JavaScript, and Microsoft PowerBI. Skilled in API handling, Responsive Website Design (RWD), and customer relationship building. Strong collaboration and problem-solving skills, with proven expertise in client-facing support, including Jira and ServiceNow ticket management for quick issue resolution.

EXPERIENCE

Web Developer

Dec 2023 - May 2024

IU Eskenazi School of Art, Architecture + Design

Bloomington, IN

- Updated School's websites using **HTML**, and **JavaScript** on Cascade CMS, boosting content accuracy by 85%.
- Ensured ADA compliance and accessibility for over 1000 documents using Adobe Creative Suite across 3 websites.
- Revamped legacy JavaScript code on the school's internal website using the modern JavaScript library **ReactJS**, leading to enhanced performance and user experience.
- Boosted **code reusability** by 40% through the development of 50+ ReactJS reusable components, empowering staff in managing forms, employee records, and documents.
- Collaborated in configuring and managing 20+ **RESTful** API endpoints using **NodeJS**, **ExpressJS**, and **MySQL** on Azure for seamless data operations, and administrative tasks on the internal website, catering to 50 employees.
- Developed a **Power BI** dashboard using Siteimprove scores, understanding customer interactivity and identifying areas for a 15% improvement in website accessibility across websites.

Technology Center Consultant

Aug 2023 - May 2024

Indiana University - UITS

Bloomington, IN

- Resolved **software** and **web-related issues** for clients of the Student Technology Centers, contributing to a 40% increase in overall client satisfaction and supporting more than 100 clients weekly.
- Assisted clients with various computing platforms, like Windows, macOS, iOS, and Android, contributing to a 98% service level agreement (**SLA**) and supporting more than 100 clients weekly.
- Conducted hardware diagnostics and troubleshooting during walk-in support sessions, swiftly resolving technical issues and providing recommendations for **system optimization and maintenance**.
- Trained junior team members**, enhancing their technical skills and improving the overall efficiency of the support team.

Application Development Analyst

Jun 2019 - Jun 2022

Accenture PLC

Hyderabad, India

- Configured and deployed 100+ advanced Power BI dashboards and Excel reports, leveraging **DAX** and **SQL** queries to manage Microsoft's projects, labor hours, and revenue data stored in **SSRS** within Azure Data Cloud.
- Reduced reported incidents on **ServiceNow** by 30% by performing extensive data analysis using SQL queries in SSMS.
- Collaborated with cross-functional teams to configure and develop **RESTful** APIs for real-time backend data updates using **Java** and **Spring Boot**, seamlessly integrated with live Power BI dashboards.
- Optimized Development processes with Test-Driven Development using **JUnit** and Postman, reducing bugs by 20% and enhancing application stability.

PROJECTS

Learning Management System | *MySQL, Django, React, Git, Amazon EC2, Netlify*

Jan 2023 - May 2023

- Spearheaded the development of a comprehensive LMS incorporating role-specific dashboards, advanced search, chat, and assignment systems and securely integrated with **Google API OAuth**.
- Implemented unit testing for React components using **Jest**, ensuring robustness in the front-end functionality.

Portfolio Website | *React, CSS3, Git, Netlify*

May 2023 - Present

- Programmed and launched a mobile-responsive portfolio, enabling the **EmailJS API** for user-initiated contact.
- Implemented **CI/CD** pipelines using Netlify for seamless updates, resulting in a 35% enhancement in cross-device user experience.

EDUCATION

Indiana University (3.78/4)

Master of Science in Computer Science

GITAM University (8.96/10)

Bachelor of Technology in Computer Science Engineering

Bloomington, United States

Aug 2022 - May 2024

Visakhapatnam, India

Jul 2015 - Apr 2019

TECHNICAL SKILLS

Languages: Java, Python, SQL, DAX, C.

Web technologies : JavaScript, HTML5, CSS3, PHP, JSON, XML.

Frameworks and Libraries: NodeJS, ExpressJS, ReactJS, Spring Boot, Spring Framework, Hibernate, jQuery, Bootstrap, Django, MongoDB, Jest, JUnit.

Software Methodologies and OS: Agile, Scrum, Jira, Kanban, Windows, Linux, MacOS.

Cloud Technologies: AWS, Microsoft Azure (DevOps).

Version controls, Tools, Programs: Git, Visual Studio, Postman, IntelliJ, Eclipse IDE, Docker, SSMS, Microsoft PowerBI, Microsoft Excel, Cascade WCMS, WordPress, ServiceNow, Adobe CS, Google Analytics.

Certifications: Microsoft Azure Fundamentals, Microsoft PowerBI Desktop.