

DARSHAN JIGALA CHANNA REDDY

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SKILLS

Programming Languages: Python, SQL

Data Visualization: Microsoft Excel, PowerBI, Outlook and PowerPoint

Web Technologies & Frameworks: HTML, CSS, JavaScript, React.js, Django

Database Management: MySQL, Oracle DBMS, SQLite

Operating Systems and Tools: MacOS, Windows, Jupyter Notebooks, Git

Big Data Technologies: Familiarity with Hadoop, Spark, Kafka for handling large datasets

Cloud Computing: AWS (Amazon Web Services), Microsoft Azure

SDLC: Expertise in all phases including requirements gathering, design, development, testing, deployment, and maintenance

WORK EXPERIENCE

University Of Dayton

Dayton, Ohio

IT Desk Assistant

April 2024 - Present

- **Provided exceptional technical support**, resolving over **100 inquiries per month**, resulting in a **25% increase in user satisfaction scores**. Automated tasks with Python scripting, **enhancing efficiency and reducing response times by 35%**.
- **Maintained network security and infrastructure** by monitoring performance, aiding in firewall and router configurations, and conducting security audits. Ensured a **99.9% uptime** and used **Microsoft Outlook** for scheduling and communication..

Capgemini

Bengaluru, India

Analyst Intern

June 2022 - Dec 2022

- **Completed an intensive Adapt Training program** focused on **Python, RDBMS, SDLC, and Cloud computing (AWS)**, gaining essential technical skills and critical problem-solving abilities for handling large-scale software development projects impacting over **100,000 users**. Achieved a **30% increase in efficiency** and demonstrated **advanced analytical skills**.
- **Enhanced problem-solving skills and programming efficiency** through hands-on projects. **Improved teamwork** by collaborating with a **team of 10 peers**, reducing delivery timelines by **20%**. Contributed to a **15% improvement in outcomes**.

Exposys Data Labs

Bengaluru, India

Web Developer Intern

Jan 2022 - March 2022

- **Designed and implemented highly responsive web applications** using **HTML5, CSS3, and JavaScript**, achieving **100% cross-browser compatibility**. Enhanced user experiences across all devices, **increasing engagement and satisfaction by 25%**.
- **Developed robust back-end features with Python and integrated with AWS**, resulting in a **30% reduction in manual processes**. Improved the application's architecture to handle real-time transactions, ensuring scalability and reliability.

PROJECTS

Intelligent Ticketing System for IT Support

May 2024 - July 2024

- **Designed and implemented an automated ticketing system** using **React.js** for front-end and **Django** for back-end, enhancing efficiency and user satisfaction by **30%**. Managed **1,000+ tickets** with **99.9% uptime** via **Docker** and **AWS**.
- **Developed automated ticket assignment and notifications** with **AWS**, reducing resolution time by **25%**. Implemented **AWS Cognito** for secure authentication and created detailed **analytics dashboards**.

BudgetMaster

Jan 2024 - April 2024

- **Designed a comprehensive, scalable, and secure database schema** using **Oracle DBMS**, improving data integrity by **40%**. Managed **150+ daily transactions** and **300+ user profiles** with advanced modeling techniques and secure frameworks.
- **Developed and optimized SQL queries** to streamline data manipulation, resulting in a **30% reduction in processing time** and enhancing efficiency by **25%**. Processed over **10k records monthly**, improving data handling with **SQL and Python**.

EDUCATION

UNIVERSITY OF DAYTON

Dayton, Ohio

Master's in Computer Science

Jan '24-Dec '25

Relevant Coursework: Database Management System, Data Structures and Algorithms, Python Programming, Software Engineering

MVJ COLLEGE OF ENGINEERING

Bengaluru, India

Bachelor of Engineering in Computer Science

May '18-July '22

ACADEMIC AND EXTRACURRICULAR ACHIEVEMENTS

- **Kessler Scholars Peer Mentor**, University of Dayton – **Guiding first-year students**, advocating for their success, and fostering a **supportive community** with a focus on **diversity, equity, and inclusion**.
- Volunteered with **Code.org** in Bengaluru to **teach coding and digital literacy**, achieving a **40% increase** in student participation. Empowered **over 50 students** with **Scratch and Python**, enhancing my curriculum **development and mentorship skills** while igniting a passion for technology in underserved youth.