**Harshitha Kakanuru**

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Graduate student in Computer Science with 3 years of experience in system administration, IT support, and infrastructure monitoring. Proficient in troubleshooting hardware and software issues, supporting Windows/Linux environments, documenting procedures, and automating routine tasks. Adept at asset tracking, end-user training, and collaborating across teams to improve service delivery. Currently seeking an internship opportunity to apply and expand my IT skills in a dynamic, service-focused environment.

**EDUCATION**

University Of Dayton Dayton, Ohio, USA

**M.S., Computer Science** Expected December2025

GPA 3.92/4.00

**EXPERIENCE**

University Of Dayton Dayton, Ohio, USA

**Frontend Developer (Part-Time)** May 2024 – Present

* Developed and maintained internal-facing UI components used by Housing Operations staff to streamline resident data tracking, assignments, and service requests within the StarRez platform.
* Collaborated with housing staff and IT to enhance user workflows by customizing StarRez portal templates using HTML, CSS, and JavaScript.
* Built responsive web pages and dashboards to support student housing communications and updates for check-ins, room selection, and maintenance forms.
* Participated in UI testing and iterations based on staff feedback, improving usability and reducing page errors by 30%.
* Ensured accessibility and mobile responsiveness across all portal interfaces used by over 2,000+ students.

HCL Technologies Limited Noida, Uttar Pradesh, India

**SCOM Administrator** September 2022 – December 2023

* Managed over 1500+ Windows servers using Microsoft SCOM for monitoring and health checks.
* Automated routine tasks using PowerShell, reducing alert fatigue and manual overhead.
* Collaborated with infrastructure and security teams to address performance issues.
* Created SOPs and maintained system documentation to support troubleshooting.

DXC Technology Bengaluru, Karnataka, India

**Exchange Server Administrator** July 2021 – May 2022

* Supported Exchange Server 2016/2019 environments including mailbox setup and transport troubleshooting.
* Participated in hybrid cloud migration planning and DNS/mail routing configurations.
* Developed scripts for queue monitoring and mailbox provisioning.
* Worked closely with AD and DNS teams to secure email delivery.

**PROJECTS**

Server Health Monitor (PowerShell)

* Developed a PowerShell script to log CPU, memory, and disk usage; logs stored locally for auditing.
* GitHub: <https://github.com/Kakanuru-Harshitha>

**SKILLS**

**Operating Systems:** Windows, Linux (basic), Mac OS (basic)

**Scripting & Automation:** PowerShell, Bash, Python

**IT Support & Tools:** ServiceNow, AD, DNS, DHCP, Printer Support

**Networking Basics:** LAN/WAN, IP Configuration, Remote Desktop

**Documentation:** SOP Writing, Ticketing Logs, Technical Reporting

**Software & Collaboration:** MS Office, Google Workspace, PDF Editing

**Asset Tracking:** Inventory Documentation, CMDB Updates