

- **4+ years** of experience in **IT services**, **application development**, and **project management**, specializing in **software testing**, **ERP systems (PeopleSoft, ServiceNow)**, and **cloud deployments (AWS, Azure)**.
- Expertise in **JavaScript**, **Agile Software Development**, and **Test-Driven Development (TDD)**. Proven ability to design **automated frameworks** and optimize workflows, achieving measurable efficiency gains. Adept at collaborating across teams to deliver tailored solutions, leveraging technical proficiency in multiple **programming languages** and **cloud platforms**.
- Skilled in designing and implementing **test automation frameworks** using tools like **UFT** and **Selenium**, streamlining testing processes for high-quality software deliverables. Proficient in **regression**, **system**, **smoke**, and **configuration testing**, focusing on automation for enhanced accuracy and efficiency.
- Experienced in modern **JavaScript**, **React**, and **TypeScript** development, with hands-on expertise in **HTML**, **CSS**, and **Node.js**.
- Demonstrated expertise in troubleshooting technical issues, **IT help-desk management**, system upgrades, and software migrations. Specialized in **PeopleSoft Finance**, excelling in **front-end & back-end development**, **bug fixing**, and **SQL Server management** to ensure system stability and high performance.
- Significant contributions to IT projects at **Florida Atlantic University**, including managing the **help desk system**, implementing a **Service Level Agreement (SLA)** in **Request Tracker 5**, and deploying **Trussed AI** in the **AWS cloud environment**.
- Proficient in programming languages (**C**, **Java**, **Python**) and databases (**Oracle**, **MySQL**, **MongoDB**), with hands-on **AWS cloud automation** experience.
- Certified in **ServiceNow** and **AWS**, consistently delivering tailored solutions through **cross-functional collaboration**, earning positive stakeholder feedback.

Education

Master’s in computer and information science Florida Atlantic University Florida, USA	Dec 2024 GPA 3.8
Bachelor’s in computer science JNTU Hyderabad India	May 2019 GPA 2.7

Technical Skills

Languages & Programming: Python, Java, SQL, Shell Scripting, C

Front-End Technologies: HTML, CSS, Bootstrap, JavaScript, AngularJS

Back-End Technologies & Frameworks: Spring Boot, Node.js, RESTful APIs

Data Engineering: ETL Pipeline Development, Real-time Data Streaming, Data Transformation, Query Optimization, Data Quality & Validation,Pyspark

Cloud Platforms: Google Cloud Platform (Big Query), AWS (S3, Lambda)

Databases: Big Query, MongoDB, PostgreSQL, MySQL

Workflow Orchestration: Apache Airflow, GCP Composer

DevOps & CI/CD: Docker, Kubernetes, Git, GitHub Actions

Testing & Tools: Unit Testing, Integration Testing, Selenium, Unified Functional Testing (UFT)

Development Tools: VS Code, IntelliJ IDEA, Jupyter Notebook, Eclipse, Android Studio

Concepts & Practices: Distributed Systems, Agile Development, Data Governance, Secure & Scalable Data Architecture

Work Experience

Application Support Coordinator | [Florida Atlantic University](#)

Feb 2025 – Present

Served as a key technical contributor in supporting and enhancing the university’s IT infrastructure and AI-driven research platforms. Developed cloud-ready tools, managed infrastructure deployments, and ensured continuous application performance for students, staff, and research stakeholders.

Key Projects & Responsibilities:

- **Application Development & AI Support:** Developed and maintained **web-based applications** and **software tools** to support campus-wide **IT operations** and **AI-related projects**, driving improvements in system performance, administrative automation, and research capabilities.
- **Agile Development & Technical Solution Delivery:** Worked in a **fast-paced, collaborative environment** to design, develop, test, and deploy technical solutions using **modern programming languages, databases, and frameworks**.
- **Cloud Infrastructure Management:** Deployed and managed applications on **AWS, GCP, and Azure**, ensuring scalability, security, and performance in alignment with university IT policies.
- **CI/CD Pipeline Optimization:** Designed and implemented CI/CD pipelines using **GitHub Actions** and **Jenkins** to automate deployments and streamline development workflows.
- **SSO Integration & Security:** Implemented and supported **Single Sign-On (SSO)** and security integrations across college applications, enhancing access control and reducing login-related support issues.

- **Documentation & Knowledge Sharing:** Authored and maintained detailed **technical documentation** for applications, tools, and operational processes, ensuring consistency and supporting knowledge transfer across teams.
- **Faculty & Research Collaboration:** Collaborated with **faculty, researchers, and cross-functional teams** to define technical requirements, integrate solutions into academic projects, and support research-driven technology initiatives.
- **Technology Exploration & Continuous Improvement:** Stayed current with emerging **web development** and **open-source technologies**, contributing to continuous process improvement and innovation within the IT team.
- **End-User Support & Troubleshooting:** Provided timely and accurate technical support, troubleshooting and resolving application and infrastructure issues to maintain smooth IT operations for all stakeholders.

Graduate Student Worker | [Florida Atlantic University](#)

Aug 2023 – Dec 2024

Provided technical and cloud infrastructure support as part of the university's IT services team. Contributed to cloud-based deployments, help desk operations, and system upgrades, supporting hundreds of end-users across campus.

Key Projects & Responsibilities:

- **IT Help Desk Optimization & Web Enhancements:** Managed and maintained the university's IT support ticketing system while contributing to the development and enhancement of web-based interfaces, leading to faster issue resolution and improved user experience.
- **Cloud Deployment – Trussed AI:** Deployed and configured Trussed AI software on the **AWS cloud**, optimizing resource utilization, enhancing deployment efficiency, and ensuring system scalability.
- **System Upgrades & Migrations:** Led critical **infrastructure upgrades, system migrations, and cloud deployments**, resulting in increased operational efficiency, reduced downtime, and improved IT service delivery.
- **Help Desk Platform & Service Improvements:** Provided support in developing the internal ticketing systems platform and contributed to redesigning internal system webpages.

Software Engineer | [ATOS](#) | [SYNTEL](#)

Oct 2019 – Dec 2022

Joined as a campus hire and quickly progressed into a data engineering role within a major healthcare modernization program for a U.S.-based client. Contributed to the development of real-time data pipelines, SQL optimization, and cloud-based analytics infrastructure aimed at improving claims processing, provider insights, and regulatory reporting.

Project: Software QA Analyst (U.S. Insurance Client)

Key Contributions:

- **Automated Testing & Framework Development:** Developed and maintained automated test scripts using **UFT** and **Selenium** for data-driven testing, enabling broader test coverage and improved defect detection.
- **Comprehensive Quality Assurance Testing:** Performed **regression, system, smoke, and configuration testing** to validate functional and non-functional requirements, ensuring high product stability and performance.
- **Test Planning & Execution:** Led the design and execution of detailed **test plans** across more than 10 major software releases, contributing to consistent delivery of high-quality products and enhanced customer satisfaction.
- **Defect Tracking & Resolution:** Documented, tracked, and collaborated with development teams to resolve defects efficiently, resulting in streamlined resolution workflows and reduced turnaround times.
- **Team Enablement & QA Best Practices:** Mentored junior QA team members in **UFT, Selenium scripting, and quality assurance methodologies**, fostering skill development and increasing overall testing team productivity.

Project: PeopleSoft Developer (Internal Systems)

Key Contributions:

- **Application Development & Customization:** Implemented internal applications within PeopleSoft Finance, specifically for Soap, Scale, and Project modules, managing both **front-end** and **back-end** development to support financial operations and improve process efficiency.
- **SQL Development & Database Management:** Demonstrated expertise in **Microsoft SQL Server**, leveraging tools such as **Application Designer, App Engine, PS Query, and Process Scheduler** to enhance system functionality and optimize data processes.
- **Stored Procedures Development & Cross-System Data Access:** Designed, developed, and optimized complex **SQL stored procedures** and configured linked servers to enable seamless cross-application data access, supporting integrated reporting, financial analytics, and transaction processing.
- **Requirements Gathering & Solution Design:** Collaborated closely with developers, business analysts, and clients to gather detailed system requirements, propose effective solutions, and adapt to evolving business needs.
- **Financial System Implementation:** Contributed to defining business requirements and completed coding for new, complex financial systems within PeopleSoft, ensuring data accuracy, compliance, and alignment with organizational standards.
- **SDLC & Documentation:** Maintained strict adherence to Software Development Life Cycle (SDLC) best practices, created comprehensive technical documentation, and actively participated in code reviews, testing, and deployment activities.

Project: ServiceNow Developer (IT Automation Solutions)

Key Contributions:

- **Automation & Process Optimization:** Developed and implemented automation solutions on the **ServiceNow** platform, streamlining and optimizing various business and IT processes.
- **Platform Configuration & Customization:** Created and implemented custom **business rules, client scripts, UI policies, ACLs, and UI scripts** to enhance and tailor platform functionality to meet organizational needs.
- **Workflow Design & Automation:** Designed advanced workflows using **Flow Designer, Workflow Editor, and custom scripts**, improving process efficiency and operational responsiveness.

- **Service Management & Issue Resolution:** Managed and resolved service tickets in line with **SLAs** and **ITIL best practices**, ensuring high-quality support and prompt resolution of issues.
- **Cross-Team Collaboration:** Collaborated with cross-functional teams to gather requirements, deliver customized **ServiceNow** solutions, and drive platform adoption.
- **System Integration & Expansion:** Integrated third-party systems using **ServiceNow Integration Hub**, expanding platform capabilities and automating complex processes to improve overall efficiency.

Certifications, Honors & Awards

- **Data Analysis with Python – FreeCodeCamp:**
Certified in data analysis using Python, including modules such as NumPy, Pandas, Matplotlib, and SciPy. Demonstrated proficiency in data cleaning, visualization, exploratory data analysis (EDA), and building analytical models for insights generation.
- **AWS Certified Developer – Associate (DVA-C02) Cert Prep – LinkedIn Learning:**
Completed AWS Developer Associate certification preparation course, mastering key AWS services such as Lambda, S3, DynamoDB, SNS, and IAM. Built and deployed cloud-native applications and learned best practices for security, deployment, and serverless development.
- **ServiceNow Certified System Administrator – ServiceNow:**
Certified by ServiceNow in administration fundamentals, covering navigation, form configuration, workflow automation, user and group management, and Service Catalog management within the ServiceNow platform.
- **Intermediate Technical Interview Prep – CodePath:**
Completed Code Path’s intermediate-level technical interview program, focusing on data structures, algorithms, and system design. Gained hands-on experience in solving Leet Code-style problems and enhancing problem-solving strategies for real-world software engineering interviews.
- **Docker Foundations Professional Certificate – Docker & LinkedIn Learning:**
Earned foundational certification in Docker, covering containerization concepts, Docker CLI, Docker files, volumes, and image creation. Demonstrated ability to build, run, and manage containerized applications in development and production environments.
- **Selenium WebDriver with Java for Beginners – Udemy:**
Completed hands-on training in Selenium automation with Java, focusing on test script development, browser automation, TestNG integration, and real-time application testing.