Manoj Krishna Kovuru

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Experience

Technical Support Engineer – Service Management at ServiceNow   05/30/2017–Present

Worked as Technical Support Engineer for Express and Service Management Teams at ServiceNow.

- Owning and resolving technical cases on daily basis created by customers seeking help to understand and resolve unexpected behavior.
- Worked closely with SME's and development team to identify a complex issue and resolving it in a timely fashion.
- Participating in daily standup to discuss the ongoing complex issues within team and provide resolution.
- Creating knowledge articles to share knowledge among team member and customer.
- Worked effectively on high priority and escalated incidents with highly sensitive customers.
- Hands on experience on various IT Services of ServiceNow tool like Service Catalog Requests, Asset Management, Configuration Management, ServiceNow Administration Reporting, Gauges.
- In depth knowledge on technical implementation on various modules of Service-now like Incident Management, Problem Management, Change Management.

Software Developer Intern– Nemo IT Solutions, INC   03/05/2017-05/29/2017

Team project to Develop a Music application

- Gathered requirement from the client and created UML (Unified modelling Language) diagrams to visually represent the system and UI flows.
- Created unique playlist for users based on the user language preference and location.
- Added additional functionality to track nearby music events.
- Enhanced the user's search capability by providing additional options to rent a studio.
- Contributed to the team's solution in order to finish stories and meet goals to exceed client expectations.
- Maintained Git Workflows for version control (Source Code Management)
- Used, JavaScript for front end and UI, Java struts and MySQL database.

Research Assistant – **University of Central Florida**   05/09/2016-11/17/2016

Worked as a Research Assistant in the Center for Research in Computer Vision (CRCV) at the University of Central Florida under prof. Haroon Idress.

- Worked on the project "visual analysis of dense crowds" which is to predict further crowd movement, crowd density and potential events such as evacuation route.
- Gathered data and performed dot annotations which are contributed as the datasets for project.
- research on traditional computer vision techniques which can be used as counting approach for crowd analysis.

EDUCATION

University of Central Florida   Master's in Computer Engineering
GPA: 3.55/4   Date of Completion: 12/17/2016

Vellore Institute of Technology   Bachelors in Electronics and Communication
GPA: 7.5/10   Date of Completion: 05/29/2015

PROJECTS:

Analysis on Telecom datasets

Hive queries were written on top of Hadoop to analyze the data (3 years of sample data) of a telecom company to improve their business. This hive table is also integrated into HBase for additional lookups. As a part of this project, we imported the data from MYSQL database to Hadoop clusters using Scoop.

Deploy Kubernetes on AWS:

Deployed Kubernetes on AWS and launched a containerized application on to the cluster.

Banking application

Created portal for user to deposit and refund cash using Java servlets Technologies. User can login, verify the account balance and update profile.

SKILLS:
- Certified Scrum Master
- Proficient on Source Code Management (Version Control System) tools like Git.
- Good Hands on developing Continuous Integration/ Delivery pipelines.
- Knowledge on cloud service providers like AWS.
- Good understanding of Infrastructure as Code (Programmable Infrastructure), and how you can achieve that by using tools like Chef.
- Hands-on knowledge of software containerization platforms like Docker and container orchestration tools like Kubernetes and Docker Swarm
- Strong communication skills and the ability to handle multiple high priority issues while maintaining a positive and professional demeanor
- Excellent problem-solving skills; Strong thinking process with ability to apply creative solutions
- Excellent Communication Skills – ability to interact with a variety of teams & management levels in a multi-cultural environment
- Strong desire to learn and work with many aspects of the ServiceNow application

TECHNICAL SKILLS
- ITSM Tools: Incident Management, Change Management, Problem Management, Knowledge Management, Workflows, Service Level Agreement.
- Programming Languages: Core Java and C.
- Database and servers: MySQL
- Web Technologies: HTML, CSS3, JavaScript
- DevOps Tools: Jenkins, Maven, Docker, Kubernetes
- Version Control: Subversion, Git
- Source Control Management Tools: Gitlab, GitHub, GitBash
- Cloud Platforms: Amazon Web Services
- SDLC: Agile, Waterfall
- Operating Systems: Linux, Mac OS X, Windows 10/8/7