

# Mounika Annapureddy

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## **Websites, Portfolios, Profiles**

- <https://github.com/MounikaAnnapureddy/Node-JS-AWS-Devops-App/>
- <https://github.com/MounikaAnnapureddy/Ansible-AWS-Project>

## **Professional Summary**

Technology-inclined professional possesses 3+ years of strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

- Possess excellent knowledge in DevOps, application support, testing, migration, development departments and worked for the Government Administration.
- Working on a simple application development to deploy it using AWS DevOps and Azure DevOps.
- Led Smart City projects. Provided crucial support for enterprise applications, including Microsoft Office 365, Laserfiche, DocuSign, and ServiceDesk.
- Navigated tech landscape.
- Conducted assessments and formulating solutions to address both current and evolving requirements.
- Worked with the BrightSigns digital display devices.
- Created reports or dashboards for the town's council and budget meetings using Power BI.
- Provided technical assistance to HR, Finance, Police, Fire, and other departments.
- Trained in ArcGIS Pro Fundamentals.
- Extensive experience in incident, Problem, and IT Change management. 2+ years' experience in Knowledge in the stages of a typical Agile methodology SDLC like Requirement Analysis, Estimates,
- Design, Coding, Unit- Testing, Integration testing, System testing, User acceptance testing.
- Areas of expertise skills in databases Oracle, Incident management tools ServiceNow; Tools like Proactively monitored Application Processes, identified enhancements, root cause analysis for a bug and development requirements.
- Experience working with ServiceNow, Jira for incident tracking/ticketing systems.
- Experience in gathering logs from Splunk using keywords or specific information. Gained hands on experience with UML modeling techniques like use cases, activity diagrams, network diagrams as part of the coursework.

- Provided 24/7 on-call support for production, strong team player, good analytical skills. Worked with development team for testing enhancements, fixes in Test environment and releasing them in production environment after satisfying results and signoff from business and all relevant support teams.
- Documentation of solution knowledge and process monitoring techniques for re-use by Support teams.
- Provided training and supporting documentation for end users.
- Maintained good relationships with the onsite and offshore teams.
- Managed escalated support cases, addressing complex issues with effective problem-solving skills.
- An excellent Team Player with good problem-solving approach having strong communication.

## **Technical Skills**

Programming Languages: Java

Software Methodologies: Agile, Waterfall

Web Technologies: HTML, XML, CSS

IDEs: Eclipse, IntelliJ, Visual Studio

Databases: Oracle, MySQL

Build Script: Jenkins

Tools: ServiceNow, Jira, Bitbucket, ServiceDesk Plus

Operating Systems: Windows, Linux

MS Office: Microsoft Power BI, Microsoft Outlook, Excel, Word, PowerPoint, SharePoint,

Power Apps, Power Automate

Document/Content Management Systems: Laserfiche, DocuSign, Brightsigns

DevOps: AWS EC2, AWS IAM, Azure Virtual Machines

Others: Adobe XD, SAP ERP, CSS

## **Work History**

### **Freelance Project**

December 2023 - Present

Deploying and exposing a NodeJS Application on AWS EC2 Instance.

- This is a simple application with a homepage with some description and two buttons – one to open my resume and the other to review my resume. There is a review form page to provide feedback on my resume. There is a success page that will show up after successful form submission and an email sent with the submitted form pdf. The backend code for this application involves NodeJS, HTML, SVG (used online tools to convert the pictures to SVG code). <https://github.com/MounikaAnnapureddy/Node-JS-AWS-Devops-App>
- Skilled at working independently and collaboratively in a team environment.
- Self-motivated, with a strong sense of personal responsibility.
- Proven ability to learn quickly and adapt to new situations.

### **Future Scope (currently working):**

- To add additional features to the application and deploy it on Azure.
- Deploying the app by connecting the ansible machine to 3 AWS EC2 servers.

### **Application Systems Specialist**

*Town of Normal, Normal, IL*

June 2023 – November 2023

- Planned, designed, tested, deployed and maintained all the applications using the Agile software methodology by working closely with the project manager and data specialist.
- Created and developed town directory in SharePoint using power apps by pulling the active directory data of all the employees.
- Managing and controlling access to applications like SharePoint and ServiceDesk plus as an administrator.
- Created custom workflows in power automate to automate forms, trigger emails and for processes.
- Created Power BI dashboards that show the assets, software, training, licenses, and others for the town's council and budget meetings.
- Worked for the communications department's project with the integration of SharePoint, power automate and azure computer vision AI to generate image tags in SharePoint document library without human intervention.
- Solving Microsoft issues as a Microsoft administrator. Designed, tested, implemented, and deployed the ServiceDesk plus ticketing system as an administrator.
- Creating 30+ HR and other departmental forms and workflows in Laserfiche.
- Completed a Youth on a Mission form project for the administration department in Laserfiche.
- Pulling the information from MS-SQL into Laserfiche forms and Laserfiche repositories when required.
- Worked with the Credit union and HR departments to complete multiple e-signature projects in DocuSign.
- Completed a project in Laserfiche to digitize billing systems for the finance, inspections, HR, and I&T departments to go paperless.
- Managing assets, contracts, vendors, incidents, requests in the Service Desk plus application.
- Responded to customer inquiries and provided technical assistance over phone and in person.
- Created custom workflows and triggers to make the approval process easier in ServiceDesk plus.
- Designed the ServiceDesk application, tested it and deployed it to the town employees to log their issues.
- Working with Brightsigns devices to connect the display monitors to the network to provide remote access to other departments to reduce this work to I&T department.

- Worked with Brightsigns author:connected to connect the brightsigns devices and add the content to display monitors.
- Communicated with respective teams to provide a quick resolution over a phone call or a meeting.
- Engaged with different vendors and agencies to follow the upcoming enhancements to the applications.
- Optimized application system performance by identifying and resolving technical issues in a timely manner.
- Streamlined system processes for increased efficiency by conducting thorough analyses and implementing improvements.

### **Product Support Specialist**

*CAI, Remote*

May 2023(1 month till May 1<sup>st</sup> –May 30<sup>th</sup>)

- Been a part of tax concepts training.

### **Graduate Teaching Assistant**

*Illinois State University, Normal, IL*

August 2022 – December 2022

- Enhanced student comprehension by incorporating visual aids and real-world examples into lectures.
- Collaborated with fellow teaching assistants to provide additional support for struggling students, leading to improved academic outcomes.
- Provided timely and constructive feedback on assignments, enabling students to refine their work and achieve higher grades.
- Assisted in the development of course materials, ensuring content was relevant and engaging for students.

### **Graduate Research Assistant**

*Illinois State University, Normal, IL*

September 2021 – May 2022

Assisted Dr. Ronnie Jia, Professor, School of Information Technology for his research on “What Makes One Intrinsically Interested in IT? An Exploratory Study on Influences of Autistic Tendency and Gender in the U.S. and India”

- Gathered and refined data from different resources like books, articles, and online sources.
- Developed excellent communication skills, problem solving, reasoning ability and time management, apart from technical skills.
- Enhanced research quality by conducting thorough literature reviews and synthesizing findings.
- Streamlined data analysis processes for improved efficiency and accuracy in research results.

- Developed comprehensive reports, effectively communicating complex research findings to diverse audiences.
- Implemented robust data management strategies, safeguarding sensitive information and maintaining compliance with ethical guidelines.
- Assisted in manuscript preparation, contributing to the publication of influential articles in peer-reviewed journals.
- Conducted rigorous experiments using cutting-edge tools and equipment to test hypotheses and validate theories.
- Reviewed and synthesized relevant research articles to inform the development of research questions and hypotheses.
- Completed administrative and research duties per professor request.
- Performed statistical, qualitative, and quantitative analysis.
- Provided comprehensive research assistance and support when designing and executing experiments.
- Planned, modified and executed research techniques, procedures and tests.
- Recorded data and maintained source documentation following good documentation practices.

### **Application Support Executive**

*Tata Consultancy Services, India*

May 2019 – July 2021

- Followed the Agile methodology and participated in scrum sprint meetings to discuss the retrospectives to improve the application performance and quality
- Provided technical expertise while actively participating in projects including requirements gathering, implementation, development, testing, and deployment.
- Debugged the backend Java code to find the root cause of the problem and did the required code changes to solve the problem (post getting the approvals from the manager)
- Identified the critical issues and took prompt and effective actions spontaneously.
- Handled user queries related to reports, daily job schedules/Database management and provided the solutions within the specified SLAs.
- Discussed with users and prioritize the issues (tickets) or enhancement for quarterly application releases.
- Provided support during User Acceptance Testing to Development team.
- Provided Weekly and Monthly incident trend reports to client manager and other dev managers.
- Conducted weekly incident/problem management calls with development team.
- Raised issues to development team and worked with them closely for permanent fixes over calls.
- Collected, validated, and published deployment tasks for my area prior to deployment activity.
- Monitored the deployment to report any issues that may occur due to the deployment.
- Conducted technical training for CSR team resulting in more efficient triage and support of issues

- Continuously monitored the alerts received through emails to check if all the application servers and web servers are up
- Acknowledged escalations within defined SLA.
- Providing Quick solutions for critical service and high business impact incidents.
- Troubleshoot, diagnose, and escalate customer issues as needed.
- Monitor & assign backlog incidents to team level2 and Level3.
- Work closely with War room for prioritizing the normalization issues.
- Strictly followed ITIL standards for Incident and Problem management.
- Performed logical troubleshooting with the reported comprehensive data and checked the possible ways to identify the actual root cause and provide permanent solutions
- Assisted in or provide queue monitoring in the service desk software tool, ServiceNow and followed appropriate guidelines for ensuring that the ITIL processes are followed within approved SLAs.
- Proactively resolved the customer issues priorly by identifying them and taking respective actions without creating inconvenience to the end users.
- Enhanced application performance by identifying and resolving software issues in a timely manner.
- Streamlined support processes for increased efficiency and improved customer satisfaction.
- Reduced downtime with proactive monitoring of application health and prompt issue resolution.
- Collaborated with cross-functional teams to implement system enhancements, improving overall functionality.
- Developed and maintained comprehensive documentation for application support procedures, ensuring consistency across the team.
- Provided expert technical assistance to end-users, facilitating quick resolutions to their concerns.
- Conducted root cause analysis on recurring issues, implementing corrective measures to prevent future occurrences.
- Evaluated user feedback to continuously improve application support services according to evolving needs.
- Delivered training sessions on new applications or features, promoting user adoption and smooth transitions during updates.
- Maintained strong relationships with key stakeholders, fostering open communication channels for better collaboration.
- Monitored ticket response times and prioritized workload, accordingly, ensuring timely resolution of critical issues.
- Implemented standardized support protocols, contributing to a more efficient and consistent service delivery approach.
- Mentored junior team members in application support best practices, enhancing overall team performance and expertise levels.

- Contributed to the development of knowledge base articles, equipping users with self-help resources and reducing incoming support requests.
- Participated in regular review meetings with management teams providing valuable insights into areas of improvement.
- Assisted project teams during the implementation phase by providing subject matter expertise on supported applications.
- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.

## **Academic Projects**

**Project Management Course Project: Husky Air** Husky Air runs a charitable service called Pilot Angels to help needy people whose health-care problems require them to travel to receive diagnostic or treatment services, by providing transportation for donor organs, supplies, and medical personnel. Husky Air has had difficulty manually matching the correct patient with the appropriate pilot and flight. The main goal is to eliminate the manual administrative process by introducing a computer-based system that automates the matching process and stores the information pilot, patient, plane details and flight details.

**Server Management Course Project: Host a Registration Form Using LAMP Server** This project is to host a registration form using Linux, Apache, MySQL, PHP server in Linux. The webpage asks the user to enter their details and shows a dialog box saying that the form submission is successful. To implement this, we are installing Apache, MySQL, Apache, PHP, and Ubuntu on a VM. HTML and PHP codes are used to launch the webpage.

**Capstone Project: Little Frishy's** Worked as a Developer for this project. Little Frishy's sells custom-made lures. As the popularity of these lures increased in social media (TikTok), the client wants a website to expand his business. So, we have developed a website according to the business requirements.

**IT Project:** Smart Street Light System using IoT (Internet of Things).

## **Education**

**Master of Science – Information Systems**

*Illinois State University, IL*

August 2021 – December 2022

**Bachelor of Science/Technology - Information Technology**

*VNITSW, India*

June 2015 – May 2019

## **Certifications**

ArcGIS Pro Fundamentals Training - August 2023

Getting Started with Azure DevOps Boards; an online non-credit project authorized by Coursera Project Network and offered through Coursera - 2023

Workshop on IoT - 2018