

Mounika Annapureddy

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Summary

- A detailed oriented with 3+ years excellent knowledge in DevOps, application support, testing, migration, development departments and working with Government Administration.
- Leading **Smart City projects**.
- Providing crucial support for **enterprise applications**, including **Microsoft Office 365, Laserfiche, DocuSign, and ServiceDesk**.
- Navigating **tech landscape**.
- Conducting **assessments** and formulating **solutions** to address both **current** and **evolving requirements**.
- Working with the **BrightSigns** digital display devices.
- Creating 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 on **ArcGIS Pro Fundamentals**.
- Extensive experience in **incident, Problem, and IT Change management**. 2+ years' experience in **Java** and **SQL** programming.
- Knowledge in all stages of a typical **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 **Jira**, programming language **Java**.
- Possess knowledge about **Spring frameworks, microservices and Kafka**.
- 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.
- An excellent **Team Player** with **good problem-solving** approach having strong communication, **leadership** skills and ability to work in a time-constrained and team-oriented environment.
- Strong analytical and problem-solving abilities.

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

	Apps, Power Automate
Document/Content Management Systems	Laserfiche, DocuSign, Brightsigns
Others	Adobe XD, SAP ERP, CSS

WORK EXPERIENCE

Application Systems Specialist

June 2023 – November 2023

Town of Normal, Normal, IL

Responsibilities:

- 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**.
- Working 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 **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.
- 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.
- Working with **Brightsigns** **author: connected** to connect the **brightsigns** devices and add the **content** to display monitors.
- **Communicating** with respective teams to provide a quick **resolution** over a phone call or a meeting.
- **Engaging** with different **vendors** and **agencies** to follow the upcoming enhancements to the applications.

Product Support Specialist

May 2023

CAI, Remote

Training:

Been a part of tax concepts training.

Graduate Teaching Assistant

August 2022 – December 2022

Illinois State University, Normal, IL

Responsibilities:

- Made the students learn how to code in Java (Core) by teaching them in labs and grading their lab submissions.
- Administered exams.
- Assisted students with course materials.
- Provided tutoring for students who needed additional help outside of the classroom.

Graduate Research Assistant

September 2021 – May 2022

Illinois State University, Normal, IL

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**”

Responsibilities:

- 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.

Application Support Executive

May 2019 – July 2021

Tata Consultancy Services, Chennai, India

- 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 superiors).
- Analyzed the issues and resolved the same with a workaround to maintain business continuity and ensure minimum business downtime. Identified the **critical issues** and took prompt and effective **actions** spontaneously.
- Provided the **end user communication** for **critical issues** like service delays/disruption with **ETAs**. Daily system and **application health checks** are performed to ensure the smooth running of the application.
- 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.
- Communicated **workarounds** to be followed to **L1** and **L2** till the issue/work order gets complete/resolved.
- 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** and adhere the entire Team.
- 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.
- Tracking up-to-date records of the business requests and providing **optimized solutions** to maintain hassle-free usage of the application.
- Worked with the team involved in implementation of PeopleSoft Absence Management.
- **Documenting the problem resolution knowledge database** and assisting in developing training materials to resolve ongoing issues or progress knowledge.
- Extracted the **XML files using database and servers** to analyze and make changes for the data if there is any incorrect data with the user account and their orders.
- Assist in the **development** of new processes and procedures to improve existing services.
- Assist in **deploying** new support services.
- Solved critical and high priority issues if any during client calls.
- Maintaining the **confidentiality** and **security** of the data.
- Testing the code changes in the lower environment and used the testing tool **JIRA** to track the issues.
- **Tested** the Java code in the **non-production environments** to make sure that the changes are reflecting before moving it to the prod environment.
- Worked with the **QA teams** to ensure that there are no issues with the changes that are done in lower (non-prod) environments before **the final release**.
- Triggered **index and propagation** to the new builds using the **Jenkins tool** to integrate any changes to the project and to re-index the repository of the branch.

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.

EDUCATION**Master of Science – Information Systems**

Aug 2021 – Dec 2022

*Illinois State University, Normal, IL***Projects:** Husky air, created a web page using LAMP Server, Developed a website for Little Frishy's**Bachelor of Technology – Information Technology**

June 2015 – May 2019

*VNITSW, Guntur, AP, India***Projects:** Smart Street Light System using IoT (Internet of Things)**CERTIFICATIONS**

Workshop on IoT, Getting Started with Azure DevOps Boards; an online non-credit project authorized by Coursera Project Network and offered through Coursera, **ArcGIS Pro Fundamentals**.