Niharika Govindappagari

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# Professional Snapshot

Results-driven IT professional with **2+ years of hands-on experience** in **Configuration Management** and IT Service Management. Skilled in maintaining and enhancing CMDB data quality, managing Configuration Items (CIs), and ensuring accurate CI relationships across enterprise systems. Proficient in ServiceNow CMDB, discovery, CI classification, and compliance with ITIL processes. Adept at collaborating with cross-functional teams to support incident, problem, and change management activities while ensuring data integrity and governance. Strong analytical and problem-solving skills with a focus on process improvement, automation, and delivering reliable IT asset visibility to support business decision-making.

* 2 years of proven expertise in **Configuration Management** within IT Service Management (ITSM) environments.
* Hands-on experience in **ServiceNow CMDB**: CI creation, updates, validation, reconciliation, and maintaining CI relationships.
* Collaborated as part of a **two-member Configuration Management team,** working closely with cross-functional teams to translate business requirements into scalable and efficient data solutions.
* Skilled in **data accuracy and governance** by ensuring CMDB compliance with ITIL standards.
* Experience in **Discovery and Service Mapping** to enhance CMDB data completeness and reliability.
* Collaborated with cross-functional teams to support **incident, change, and problem management** processes.
* Strong ability to **analyze CMDB data,** identify discrepancies, and implement corrective actions.
* Experienced in working with stakeholders to ensure **impact analysis** during change requests.
* Experienced in **end-to-end CI lifecycle management** including identification, control, status monitoring, and verification
* Exposure to **data quality dashboards and health reports** to track CMDB accuracy, completeness, and compliance.
* Collaborated with vendors and internal IT teams to maintain **up-to-date hardware and software CI records**.
* Managed the complete CMDB **Day to Day operations**.
* Worked with **end** **users** on **CSDM tasks**, updating Application Services and Business Applications with configuration and governance details, and marking them operational.
* Maintained and updated **Configuration items** ensuring **accuracy** and **completeness**.
* Worked on **CMDB Health KPIs** (Completeness, Compliance, Correctness) and data quality governance.
* Worked on **complete Configuration item lifecycle** include Creation, Updation and Decommission of Cis.
* Quick learner with a strong ability to **adapt** to **new technologies** and **dynamic environments**.
* Ensured **timely CI** **updated** during server **provisioning** or **decommissioning** activities.
* Supported **Change Management activities** by performing **CI impact analysis** and updating related CI relationship.

# Academic Qualification

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| --- | --- | --- | --- | --- | --- |
| **Degree** | **Stream** | **Institute** | **Place** | **Year** | **CGPA/%** |
| B.Tech | CSE | Gitam University | Bengaluru | 2019-2023 | 7.69 |
| INTER | MPC | Narayana Junior College | Hindupur | 2017-2019 | 8.39 |
| SSLC | SSLC | Deepthi English Medium High School | Hindupur | 2016-2017 | 8.8 |

**Technical Skills**

* **ITSM / CMDB Tools:** ServiceNow CMDB, ServiceNow Discovery, Service Mapping
* **Configuration Management:** CI lifecycle management, CI relationships & dependency mapping, impact analysis
* **Data Management:** CMDB data reconciliation, normalization, audit & compliance reporting.

### Automation (Basic): ServiceNow workflows, data imports/transform maps

* **Reporting & Dashboards:** CMDB health checks, data accuracy dashboards, compliance reports
* **Operating Systems (Basic):** Windows Server, Linux (for CI attributes)
* **Cloud & Virtualization (Basic):** AWS, Azure, VMware resource tracking in CMDB
* **Databases (Basic):** SQL (queries for validation & reporting)

## Professional Experience

**ITSM Service Management- Configuration Management (Tata Consultancy Service, Bengaluru)**

*[June 2023– Present]*

*Started as ILP Trainee (1 months); converted to Full-Time based on performance*

### ETL Pipeline Development, Optimization & Multi-Tenant Architecture:

* **In-House ETL Pipeline Optimization**
  + Played a key role optimizing a robust in-house ETL pipeline, handling both real-time data ingestion (PostgreSQL RDS) and batch processing to the data lake (S3 + Glue + Presto). The pipeline processes nearly **5 lakh messages per minute** across **50 SNS topics**, representing over **800 event types**, ensuring **consistent and reliable data availability** for analytics and product decision-making

### Fault-Tolerance & Duplicate Data Handling

* + Implemented **Dead Letter Queue (DLQ) processing** to capture and reprocess failed messages with retry mechanisms, feeding them back into the ETL pipeline. This ensured **zero data loss**, even during failures or ingestion error

**Java J2EE Intern(*Wipro TalentNext Program)***

*[GITAM (Bengaluru Campus) | May 2022 – September 2022]*

* Completed a 5-month virtual internship as part of Wipro’s TalentNext Digital Skills Program, facilitated by GITAM University.
* Achieved an aggregate score of 80% across three key learning milestones:
  + Milestone 1: Core Java (63%)
  + Milestone 2: Advanced Java + JDBC (86%)
  + Milestone 3: JSP, Servlets, MVC Architecture (90%)
* Gained hands-on experience through project-based learning and assessments, showcasing practical skills in Java application development.

## Languages:

English (Fluent), Kannada (Fluent), Telugu (Fluent), Hindi (Intermediate)

## Certifications:

* Certified in **Python Course** Offered by **Navin Reddy** Via **Udemy [Link]**
* Certified in Talent Next Course on **Java** Offered by **Wipro. [Link]**
* Oracle Certified Associate, **Java SE 8 Programmer** (1Z0-808) **[**Link**]**
* Certified in **Cloud Computing** Offered by **Duke University** Via **Coursera [Link]**
* Certified in **Operating Systems** Offered By Google Via Coursera **[Link]**
* Certified in **Artificial Intelligence** Offered By IBM Via Coursera **[Link]**

## Achievements & Recognition:

* **Awarded Second Excellent Student** of the academic year in Inter 2nd year (2018-19) **[Link]**
* Secured Third Place in a coding competition held in our campus in B.tech 3rd Year (2021-22)