

NIKHIL KADAPALA

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SKILLS

- C, Java, Python, PyTorch, Machine Learning, Neural Networks, NLP, JavaScript, HTML, CSS, React, Git
- Operating Systems, Azure, AWS, SQL, Docker, Flask, FastAPI, SDLC, Agile

WORK EXPERIENCE

University of New Hampshire: *Information Technology Help Desk Technician* 09/2024 - present

- Provided technical support to end-users via phone, email, and in-person, resolving hardware, software, and network issues.
- Troubleshooted and resolved a wide range of technical problems, including operating system errors, application malfunctions, and network connectivity issues.
- Installed, configured, and maintained computer systems including re-imaging and end-point management.
- Assisted with user account management, including creating new accounts, resetting passwords, and managing user permissions.
- Documented all support requests and resolutions in a ticketing system.
- Contributed to maintaining a knowledge base of common issues and solutions.

Tata Consultancy Services (TCS): *SAP Security Consultant* 09/2020 – 08/2022

- **SAP Security Management:** Managed user accounts, roles, and authorizations, ensuring segregation of duties compliance.
- **Security Implementation and Monitoring:** Configured and implemented security measures, monitored security incidents, and ensured compliance with regulations.
- **User Training and Documentation:** Provided training on security best practices and created documentation on security configurations and procedures.

Electronics Corporation of India Limited: *Automation Engineer Intern* 05/2019 – 08/2019

- **Automation System:** Implemented an automated pipeline control system using PLC and SCADA for oil and gas operations.
- **Control and Monitoring:** Executed control logic, monitored critical parameters, and generated alarms for timely intervention.
- **Data Management and Integration:** Collected data, generated reports, and integrated SCADA with external systems like SAP for data exchange and analysis.

KrazyBee Services Private Limited: *Campus Ambassador* 01/2022 – 04/2022

- **Responsibilities:** Driving product advertising, promotional events, and student sign-ups.
- **Key Achievements:** Successfully organized promotional events, implemented effective advertising strategies, and achieved high student sign-up rates.
- **Stakeholder Relations:** Developed and maintained strong relationships with college management, faculty, and student community leaders.

EDUCATION

University of New Hampshire || Durham, NH

August 2022 – May 2025

M.S. Computer Science

Relevant Coursework: Data Structures and Algorithms, Operating Systems, Computer Architecture and Systems Programming, Neural Networks, Advanced topics in NLP(FAccTML), Data Science for Knowledge Graphs & Text, Software Security, Advanced Computer Networks.