

Nissi P. James

nissi.neerudu@gmail.com | 801-865-1976 | Columbus, OH

www.linkedin.com/in/nissipjames

<https://nissichandana.github.io/portfolio-main/>

Software Engineer/Scrum Master

Software engineer by passion. Graduate of Per Scholas, knowledgeable in full-stack web development, offers the energy and skills to be a team performer to bring visually aesthetic, responsive, and accessible websites.

SAP Certified Technology Associate qualification in SAP Process Integration (PI) and Process Orchestration (PO). Proficient in SAP PI/PO foundational concepts, including message processing, mapping, and monitoring.

Knows to drive meaningful business impact as a Scrum Master by supporting teams and delivering results.

Combines personal communications skills with software development know-how to ensure effective collaboration using efficient Agile processes. Committed to continuous improvement.

Education

- **Software Engineering Certification**

Per Scholas - Columbus

- **Master of Science: Science**

Science College - Nanded, India

- **Bachelor of Science: Science**

Osmania University, India

Tech Skills

- Agile Development and Best Practices • Agile Frameworks – Scrum, Kanban, XP
- Create Integrated SAP Processes • Create Message Mapping Objects • Create Web Services
 - Good working knowledge of PI/PO architecture
- HTML5 • CSS3 • GIT • React • MongoDB • EXPRESS • NODEJS • AJAX
 - REST • POSTMAN • JavaScript • XML • JSON

Tech Certifications

- SAP Certified Technology Associate-SAP Process Orchestration
- SCRUMstudy Agile Master Certified • Scrum Master Certified • DevOps Leader • DevOps Continuous testing
- ITIL Foundation Certificate in IT Service Management • CompTIA ITF+

Work History

Educational Services Center - Columbus, OH

Long Term Instructional Assistant

01/2018 – 05/2019

- Effectively communicate with parents and the staff for the student's success. Fostering collaboration and ensuring transparent communication aligns with the commitment to promoting a culture of continuous improvement and efficiency.
- Coach and mentor, a classroom of students to improve their performance and create enthusiasm for learning
- Contributed to creating a positive change in students' outlook on life by removing the impediments to their learning using examples and creative learning tools.

Dillard's - Maumee, OH

Customer Service Representative

12/2015 – 07/2017

- Successful in driving improved customer goodwill and loyalty by rendering customer-centric service.
- Proactively engaging with 25-30 customers daily to offer a custom shopping experience.
- Effectively resolved consumer disputes and raised customer satisfaction levels.
- Having strong communication skills and experience in engaging with a diverse customer base.

Extracurricular

J.P. Morgan Software Engineering Virtual Experience on Forage - December 2023

- Set up a local dev environment by downloading the necessary files, tools and dependencies.
- Fixed broken files in the repository to make web application output correctly.
- Used JPMorgan Chase's open-source library called Perspective to generate a live graph that displays a data feed in a clear and visually appealing way for traders to monitor.

JPMorgan Chase & Co. Agile Job Simulation on Forage - December 2023

- Drafted eight user stories using Trello and prioritized them by estimating the relative level of effort required
- Ran the Scrum team's daily standup to effectively plan the day and energize the team members
- Conducted a sprint review to gather feedback on the Scrum's work and a sprint retrospective to align on opportunities for improvement in future sprints.

Leadership/Volunteering

Children's Ministry Columbus - Columbus, OH

Facilitator

01/2018 – Present