Shanmuga Priya Kannan

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Computer Science graduate student with 3+ years of experience as a ServiceNow Developer specializing in ITSM, integrations, and workflow automation. Skilled in Java, Python, cloud platforms, and data analytics with hands-on project experience in machine learning and market analysis.

EDUCATION

DePaul University   **Sep. 2023 – June 2025**
Master's in Computer Science   *Chicago, USA*

Velammal Engineering College   **June. 2016 – April 2020**
Bachelor of Technology in Information Technology   *Chennai, India*

EXPERIENCE

Senior Service-now Developer (Autodesk, Fortive)   **June 2020 – Aug 2023**
Cognizant Technology Solutions (Associate)   *Chennai, India*
- Senior ServiceNow Developer with 3+ years of ITSM experience, specializing in CMDB and Event Management for clients like Autodesk and Fortive
- Developed REST APIs and created 30+ custom workflows and catalog items to automate incident, request, and change processes in ServiceNow
- Integrated third-party tools such as SAP, QlikView, and Azure, improving platform interoperability and automating cross-system data flows
- Resolved over 600 incidents and service requests by collaborating with clients to understand requirements and deliver tailored solutions
- Managed development tasks using Jira and contributed to agile delivery cycles through hands-on design, debugging, testing, and deployment of 60+ client-facing features

PROJECTS

Shopping System | *Java, Eclipse*
- Developed user authentication and product catalog features to enhance security and streamline shopping.
- *Outcome:* Reduced login issues and browsing delays, improving system usability..

Market Analysis of Google Play Store Apps | *Excel, Tableau, R*
- Analyzed app store data to identify trends and provide insights for developers and marketers.
- *Outcome*: Identified top-performing app categories, helping guide feature focus and marketing strategies.

Real Estate Price Trend Analysis | *Excel, R*
- Performed regression and time-series analysis on Connecticut housing data to forecast pricing.
- *Outcome*: Improved price prediction accuracy and helped isolate location-based impact on pricing.

Lung Cancer Risk Prediction Using ML | *Python, Jupyter Notebook, Excel*
- Built and evaluated Naive Bayes, Random Forest, and KNN classifiers on a 220K+ record dataset.
- *Outcome:* Boosted high-risk detection by 25% using oversampling and feature selection.

NYC Taxi Fare Prediction Pipeline | PySpark, AWS EMR, Athena
- Built a distributed ML pipeline to process 12M+ trip records and predict fares using Spark MLlib.
- *Outcome:* Achieved RMSE of ~10.2; automated visualization and reporting via Matplotlib and S3.

TECHNICAL SKILLS

Programming Languages: C/C++, Java, Python, R, and SQL
Web Development: HTML/CSS, JavaScript, Node.js
Tools & Platforms: Git, Docker, AWS (EMR, S3, Athena, SageMaker), GCP, VS Code, Eclipse, JIRA, Step Functions, SNS
Data & Analytics: Pandas, NumPy, Matplotlib, Seaborn, Excel, Tableau, Power BI, RStudio, Regression, Exploratory Data Analysis (EDA), Time Series Analysis
ML & Big Data: Machine Learning, Spark (PySpark, MLlib), Hadoop, Distributed, Model Evaluation, Algorithms
ServiceNow: ITSM, CMDB, Service Catalog, REST APIs, JSON, XML, Flow Design, Integration