Shruthaja P Rao

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EDUCATION

The University of Texas at Arlington,   **GPA: 3.60**
Arlington | Master of Science in Computer Science   Computer Science, 2024

RNS Institute of Technology, Visvesvaraya Technological University,   **GPA: 7.35**
Bengaluru India | Bachelor of Engineering   Computer Science,2019

Relevant Courses: Data Analysis and Modelling Techniques, Design and Analysis of Algorithms, Database Systems, Cloud Computing, and Big Data and Web Data Management, Software Engineering.

SKILLS

Programming Skills: Python, Java, C, HTML5, CSS, PHP, React, JavaScript, and jQuery.
MS Office Suite: Excel, Word, PowerPoint
SDLC Methodologies: Waterfall, Agile.
Tools/Platforms: AWS Cloud, Azure Cloud, GCP, Flask, and Django
Databases: DocumentDB, MySQL, PostgreSQL, SQL Server, and Aurora

WORK HISTORY

AWS Managed Services   04/2022 to 12/2022
Operations Engineer

- Oversaw and tracked migrations of projects into the cloud, ensuring 100% successful implementation.
- Proficiently optimized network configurations using TCP/IP, DNS, ACLs, application flow insights, and NAC for enhanced security and efficient access management.
- Reviewed customer requests and deployed resources using CloudFormation for over 100 change requests. Successfully deployed resources to all requested accounts by the customer, at times more than 20 accounts simultaneously.
- Participated in scheduled regular maintenance using automation, including patching, updates, and config compliance. Impacting up to 200 instances successfully within the maintenance windows.
- Managed application and infrastructure performance using metrics and addressed infrastructure vulnerabilities and application deployment issues. Addressed over 200 alerts and incidents created for such vulnerabilities and issues.

AWS   07/2019 to 04/2022
Cloud Support Engineer

- Managed and resolved over 1000 production issues for Relational Database Service (MySQL, PostgreSQL, DocumentDB, and Aurora); ensured SLA agreements were met within just 15 minutes, maintaining high customer satisfaction.
- Collaborated with customer teams to devise tailored solutions for database optimization, at times resulting in a 200% increase in query speed and halved resource utilization.
- Solved 25 internal tickets raised for dive-deep analysis of customer issues and successfully drove them to resolution.
- Supported and mentored team members, new hires, and customers by offering guidance and training on product-related queries. To that end carried out 2-day training sessions every quarter.
- Secured 100% database availability by providing support for Infrastructure Event Management during product launches and holidays.

AWS   02/2019 to 07/2019
AWS Premium Support Intern

- Developed an employee productivity tracker utilizing cloud services, designing dashboards to enable comprehensive productivity tracking for engineers with 100% accuracy.
- Developed insightful dashboards at the site level to provide management with visibility into the incoming workload thus leading to 30% faster responses by prioritizing the work appropriately.

Academic project

Depression predictor application:

- An application to allow patients to speak to their mental health care experts through a chat application 24x7 with sentiment analysis and neural networks to make decisions.
- It was able to predict the level of depression in patients with an accuracy rate of 65% via the messages sent allowing the health care expert to then keep a log of the patient's outlook and treatment effectiveness.

Certification: Certified AWS Solutions Architect Associate

ACCOMPLISHMENTS

- 1st place in street play held by Parichay-17 RNSIT.
- 2nd place in the intra-college project open house panorama conducted in association with the Computer Society of India.
- Awarded Best Outgoing Student of the Computer Science Department 2019 batch.
- Member of the computer club AIKYA and part of the student wing of the placement cell.