

Shruthaja P Rao

Arlington, TX 76013 | 682-374-0069 | shruthaja@gmail.com | LinkedIn : <https://www.linkedin.com/in/shruthaja>

EDUCATION

The University of Texas at Arlington, Arlington Master of Science in Computer Science	GPA: 3.60 Computer Science, 2024
RNS Institute of Technology, Visvesvaraya Technological University, Bengaluru India Bachelor of Engineering	GPA: 7.35 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

<u>AWS Managed Services</u> Operations Engineer	04/2022 to 12/2022
<ul style="list-style-type: none">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.	
<u>Amazon Web Services</u> Cloud Support Engineer	07/2019 to 04/2022
<ul style="list-style-type: none">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.	
<u>Amazon Web Services</u> AWS Premium Support Intern	02/2019 to 07/2019
<ul style="list-style-type: none">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

<u>Depression predictor application:</u>
<ul style="list-style-type: none">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%
<u>Certification:</u> 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.