

EDUCATION

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| • Master of Science, Computer Science Engineering, Kennesaw State University, USA | 2019 – 2020 |
| • Bachelor of Engineering, Computer Science, Visvesvaraya Technological University, India | 2009 – 2013 |
| • Diploma, Computer Science, Board of Technical Examinations, India | 2007 – 2010 |

WORK EXPERIENCE

Kennesaw State University

Jan 2020 – Present

Graduate Teaching Assistant

- Teaching Java, C# and C++ concepts to undergrad students.
- Handling programming labs and helping students with their assignments.
- Grading exams and assignments.

Kennesaw State University

Jan 2019 – Dec 2019

Graduate Research Assistant

- Automated IT ticket categorization based on the ticket description using machine learning algorithm. Used NLTK (Natural Language Tool Kit) for cleansing the data and Doc2vec for extracting features of the text. Used K Means clustering for classification. Programming Language used - Python. Achieved an accuracy of 74%.
- Classified Heartbeat data (from Kaggle) into normal and abnormal categories using Keras library. Incorporated LSTM variants to measure the accuracy. Found Time Frequency LSTM to have performed the best with 86% accuracy.
- Classified surgical phases in a video using Bidirectional LSTM and CNN. Used Open CV for Image preprocessing and extracting features from the videos. Used Time Distributed technique for enhancing the model. Achieved 93% accuracy.

Cognizant Technology Solutions

April 2014 – Dec 2017

Sr. Systems Engineer / ServiceNow

- Built complete workflow processes for Incident Management, Problem Management and Change Management .
- Built Service level Agreement (SLA) and monitoring SLA workflow.
- Worked on Catalog Management, scheduled reports. Customized form layout and list layout.
- Created Business rules (server-side code) and also modified OOB ones.
- Used update sets to import/export the application customization from development to production.
- Used Transform Map to upload data in tables through Xml, CSV, Excel files.
- Worked on Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control lists.

Cognizant Technology Solutions

Sr. Systems Engineer / Tools Support

- Altered the WAL (Proprietor database tool) functionalities using JAVA. Worked on abended and failed reports/Jobs on Jenkins.
- Designed reports and sent periodical notifications. Ran smoke tests on tools to check the performance issues.
- Built automated jobs for restarting, stopping and starting the Jenkins processes using Nolio. Created Knowledge Base Documents.
- Gave first level resolution for Requests and Incident tickets. Provided proactive solutions for problem tickets as per the defined guidelines and instructions in the SOPs/Run books.

Moonraft Innovation Labs

July 2013 – Jan 2014

Software Engineer / Web Development

- Developed end to end Web Applications for banking and education sectors.
- Used HTML and CSS for the front-end development and JavaScript, Anjular.js, Backbone.js and JQuery for scripting.
- Integrated modules, tested and delivered the tested modules for production.
- Worked on JSON, JDBC and MySQL for database connections.

PROJECTS

- Developed KNN Supervised classification algorithm to classify iris dataset. Integrated distance module, sort module to determine nearest neighbors based on Kth minimum distance.
- Developed a Machine Learning model to categorize web sites by passing URL alone to the model. Used NLTK for preprocessing data and Web scraping techniques for extracting the web site data.
- Developed a model for scene recognition. Trained the model to recognize the ambiance in the video. Used CNN and Open CV libraries.

SKILL SET

HTML CSS, XML, Javascript, SQL, ServiceNow, Python, Java, C++, C#, Unix, Anjular Js, AWS, Node.js

CERTIFICATION & ACHIEVEMENTS

- ServiceNow Certified System Administrator.
- Secured first place in KSU Hackathon 2019 sponsored by Anthem. (Developing ServiceNow mobile application)
- Secured Ingenuity award in Clemson Hackathon for building a campus security app using AWS services.