

Sneha Miriyala

Melbourne • kukkalasneha825@gmail.com • 049 319 8855 • [linkedin.com/in/sneha-reddy-miriyala/](https://www.linkedin.com/in/sneha-reddy-miriyala/) • snehamiriyala.github.io

SKILLS

Javascript, React, Firebase, CSS, Tailwind CSS, HTML, MySQL, Oracle, Terraform, Docker, Python, Git, Nodejs, ServiceNow, Jenkins, AWS Lambda, API Gateway, DevOps, Web Development, Rest API, Java Ansible, VScode, AppDynamics, Splunk, Bitbucket, Linux, Networking.

WORK EXPERIENCE

Ellucian, Bangalore, India

August 2022 – June 2024

Software Engineer

- Designed and implemented RESTful APIs to streamline service communication, reducing data retrieval times by 20% through optimized database queries and proactive performance tuning, ensuring efficient, high-speed service integration.
- Built and maintained interactive, responsive UIs using React.js, delivering a streamlined and visually engaging user experience across devices, which increased user satisfaction ratings by 15%.
- Led the migration of existing on-premise solutions to a SaaS platform, transforming legacy applications into flexible, cloud-based services that optimized accessibility, lowered maintenance requirements, and supported ongoing scaling needs.
- Collaborated closely with UX/UI designers to convert wireframes and mockups into engaging, responsive web applications, contributing to a cohesive, user-centered design that met both visual and functional requirements.
- Collaborated with the quality assurance team by assisting with software testing, investigating and documenting bugs, and developing test cases to support test-driven development, ensuring high software quality and performance standards.
- Demonstrated expertise in the entire software development lifecycle, encompassing requirement analysis, data pipeline design, coding, various testing phases, and deployment, which led to fewer post-deployment defects and smoother project transitions.

Hewlett Packard Enterprise, Bangalore, India

November 2020 – August 2022

SvC Info Developer

- Acted as a Subject Matter Expert (SME) and led Incident Management calls while managing change management for three applications. Maintained data accuracy and prevented future discrepancies by updating and validating incident tickets using ServiceNow.
- Developed visual dashboards on ServiceNow to display KPIs, enabling the team to identify areas of service improvement.
- Reproduced issues and analyzed application logs and system logs by integrating system components into Splunk, AppDynamics to identify root causes of issues and provide solutions to customers.
- Identified and documented potential software/hardware defects, authorized and reviewed technical documentation, and corrected non-conformances with processes and documentation. Collaborated with development teams to identify, troubleshoot, and resolve software bugs and issues. Created new/updated Knowledge Base documentation as required, fostered open team communication, and shared knowledge openly.
- Conducted user acceptance testing, resulting in on-time and successful enterprise implementations for up to 1 million users.
- Developed and maintained scripts using Ansible to automate repetitive tasks, improving efficiency and reducing downtime.
- Conducted training sessions for new hires to ensure a smooth onboarding experience.

EDUCATION

B. Tech Computer Science

August 2016 – May 2020

CVR College of Engineering, Telangana, India

CGPA: 9.62/10.00

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Terraform Associate from Kodekloud
- Jenkins from Kodekloud

ACHIEVEMENTS

- Star Recognition Award**, HPE, 2021: Awarded for exemplifying the "Accelerating - commit and go" behavior, consistently demonstrating a proactive commitment to rapid project execution and agile problem-solving that drove impactful results for key initiatives.
- High Impact Award**, Ellucian, 2023: Recognized for delivering outstanding results on high-priority initiatives, contributing to substantial improvements in project outcomes and demonstrating exceptional commitment to driving impactful solutions.