

## SUSMITHA ARIKATLA

Susmitha.usk7@gmail.com | Houston, Texas

### EDUCATION

**MSc in Data Science** | University of Houston | Houston, Texas | GPA: 3.6

May 2023

- Awards & Scholarships: Dean's Honors List, Engineering Dean's Master Scholarship, Masters Competitive Scholarship

### SKILLS

Python, Java, Data Analytics, Data Analysis, Java Script, HTML/CSS, AEM, Git, Spark, JIRA, Scrum, Azure DevOps, SQL and Databases, ITIL Service Management, Problem Solving, REST and SOAP API, Machine Learning, ETL Pipeline Development, Artificial Intelligence, Oracle Data Modeling, PostgreSQL, Service Now AWS Services (S3, Lambda, Glue), Redshift, Linux, Tableau, Power BI, Analytical Thinking, UI/UX, Problem-Solving

### CERTIFICATIONS

- Snowflake SnowPro Core Certified**
- Machine Learning**
- Data Visualization using Tableau & Power BI**

### WORK EXPERIENCE

**ServiceNow Developer** | Freelance

Jan 2020 – Dec 2021

- Designed and managed Service now workflows, forms and views for business and support teams
- Automated the process of tasks assignment and tickets generation for different applications decreasing the resolution time to 40% by using java script.
- Successfully integrated various systems and platforms with ServiceNow for cross functional collaboration to help the assets and apps involved during change process to reduce p1, p2 issues.
- Applied in-depth knowledge of Incident Management, Change Management, Service Catalog, and CMDB modules for storms, GRC and few other legacy applications.
- Worked closely with cross-functional teams, including IT, compliance, and risk management, to align data analysis with business goals for SLA and KD's.
- Documented technical specifications and worked closely with business stake holders and App support teams.
- for creating enhancements in dashboards according to ITIL and ITSL practices.

**Project Planning & Implementation Engineer** | Tata Communication

Apr 2016 – May 2017

- Authored project plans that include project scope, timelines, budget, and resource requirements.
- Coordinated with vendors, contractors, and other stakeholders to ensure that projects are executed according to plan.
- Monitored project progress and adjustments as necessary to keep projects on track.
- Maintained clear and consistent communication with stakeholders throughout the project, including clients.
- Achieved 95% of project deliverables on time with zero budgetary overruns and within scope.

### PROJECT EXPERIENCE

**Construction Safety Analysis using OSHA Dataset**

Apr 2023

- Extracted and analyzed 100k records from OSHA Website using advanced NLP techniques. Applied Principal Component Analysis (PCA) and TF-IDF Vectorization for feature representation.
- Employed K-means Clustering to identify distinct safety profiles among construction companies.

**Optimization of SVM Classifier using Kernel and Ensemble Techniques**

Dec 2022

- Created custom kernel functions for SVM using Sine, Cosine, RBF, Gaussian, and Polynomial functions using kernel tricks to train unbalanced data. Used Boosting and Bagging methods on custom kernel SVM models to improve accuracy.
- Streamlined accuracy of the models by more than 15% when compared with inbuilt SVM functions.

**Visualization of Data Scientist Job Salaries**

Aug 2022

- Conducted data analysis on job salary data for data scientist positions. Utilized Snowflake and S3Bucket for efficient storage and retrieval of large volumes of job salary data.
- Generated interactive Power BI dashboards to visualize salary distribution based on experience levels and job.