

# VENKATA SIVA ABHISHEK MUNUKUTLA

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## EDUCATION

Masters in Information Technology	Arizona State University, USA	GPA: 3.94	May 2019
Bachelor of Engineering in Information Technology	Osmania University, India	GPA: 3.40	June 2016

## TECHNICAL SKILLS

<b>Languages</b>	: Java, SQL, Python, T-SQL, PL/SQL, Shell/Bash Script, Powershell
<b>Databases</b>	: MySQL, Oracle 9i, MS SQL, SQLite
<b>Tools</b>	: Eclipse IDE, XAMPP, MS SQL Server Management Studio, Virtual Box, Microsoft Office, Maven, GIT, RDP, Django, ServiceNow ITSM
<b>Web Technologies</b>	: HTML, CSS, JavaScript, PHP, JSON, XML
<b>Platforms &amp; OS</b>	: Linux (Ubuntu), Amazon Linux Machine, Windows, CentOS, Amazon Web Services

## EXPERIENCE

**ServiceNow Developer Intern** **Eastman Chemical Company, India** July 2018 – August, 2018

- Assist in migration from Infopath to ServiceNow.
- Create Service Catalog Items and respective workflow for approvals, notifications, tasks and automated actions.
- Create UI Policies, Client Scripts and Script Includes for Catalog Items.
- Customize SLA and OLA.
- Work with development team to migrate updates into the production environment
- Integrate instances with Scripted REST API to perform automated administrative actions.
- Integrate ServiceNow with Active Directory using LDAP and Scheduled Jobs.
- Improve query performance with creation of indexes.
- Work with Incident Management, Request Management, Knowledge Management, and Problem Management.

**Graduate Teaching Assistant** **Arizona State University, USA** January 2018 – May, 2018

**Course:** Introduction to Java Technologies

- Assist professor with instructional responsibilities.
- Hold weekly tutoring sessions online and on campus.

## ACADEMIC PROJECTS

### Arizona State University, USA

**Student Party E-VITE Application** March 2018 – April, 2018

**Technologies:** MS-SQL Server, SQL Server Management Studio, Django

- Used T-SQL to create scripts to generate a database for the application.
- Created stored procedures and triggers and performed code optimization.

**Insync (ASU 20 Hours Hackathon)** March 2018

**Technologies:** ServiceNow, AngularJS, HTML, GIT

- Created an application on ServiceNow with Tables, ACLs, Forms, Lists and List Layouts.
- Developed a custom service portal with portal pages and custom widgets.
- Used Team Development in ServiceNow to collaborate.

**Analysing crime data from the city of Los Angeles using Amazon Web Services** November 2017 – December 2017

**Technologies:** Java, AWS Elastic Map Reduce, AWS Athena, Tableau, AWS S3

- Ran MapReduce on Amazon EMR with a transient cluster to reduce setup time and lower cost up to 90%.
- Connected Tableau Desktop to Amazon Athena to create Tableau Dashboards for visualizing output.

### Osmania University, India

**Continuous User Identity Verification for Secure Internet Services** January 2016 – May, 2016

**Technologies:** HTML, CSS, JavaScript, JQuery, JSP, Servlets, SQL, Netbeans, SQLYog

- Developed an algorithm for continuous authentication that improves security and usability of the user session. Improved the accuracy of session control by triggering adaptive time-outs.
- Additional layer improved security by 50 percent without compromising usability.