|  |  |
| --- | --- |
| **Bandaru Nikhila Sri Divya**  **7032532356**  nikhilasribandaru@gmail.com  Languages  English  Telugu  Hindi  Education, Licenses & Certifications  B.Tech in Computer Science Engineering | 2015-2019 | Gitam College of Science & Technology, Gitam University, Visakhapatnam,APl with 7.94 CGPA  Higher School (AP State Board) | 2013-2015 | Sasi Junior College, West Godavari ,AP with 96.3%  High School (AP State Board) | 2012-2013 | Sasi English Medium High School, with 9.7 CGPA | Professional and Industry Experience   * Good working knowledge on JAVA,JDBC,Servlet,JSP and Spring MVC. * Worked with Apace Tomcat server. * Designed and implemented SQL queries for Web Page. * Having good experience and knowledge in writing SQL queries for database. * Profound knowledge of business processes and ability to work as well as a part of a project team. * Experience in creating and implementing UI using HTML, CSS, Bootstrap. * Experience in developing web-application. * Knowledge in SQL, Java (core and JDBC) . * Experience in developing Web and Windows based applications. * Knowledge of ServiceNow applications for Incident, Change, Problem Knowledge, CMDB and reports . * In depth understanding of ServiceNow functionality and how ITIL processes can be implemented in ServiceNow including, but not limited to Incident Management, Change Management, Problem Management, CMDB Management, Service Catalog, Knowledge Management, and Service Portal. |
|  |  |

**Technical Skills**

JAVA, Spring MVC, JDBC,API,MYSQL developer, Eclipse, Post man, C, C++, ServiceNow Administration , HTML, CSS , Bootstrap ,Python.

**WORK EXPERIENCE**

**Internship :Grepthor**

**Project Handled in Grepthor**

**Project :(April 2018-June 2018)**

**Project Description:**

A website that help millions of designers, writers, artists, programmers and other creators to get access to beautiful photos that they can use freely which empowers them to create amazing products, designs, stories, websites, apps, art and other work.

**ROLES AND RESPONSIBILITIES:**

Role

* Webpage Developer

Responsibility

* Developed front end of web page using HTML,CSS,BootStrap
* Has involved as a team lead activities

**Jade global**

**Project -1 ( Oct 2019 -Dec 2019)**

**Project Description:**

An Java based web application which allows user to operate curd operations which is helpful for new business which saves time for creating all tables manually. And user can extract the module for mysql queries .

**ROLES AND RESPONSIBILITIES:**

Role

* WebApp Developer

Responsibility

* Developed backend using JAVA, Spring MVC, JDBC.
* Has good command on eclipse and postman
* Work using apache tomcat server

**Project -2 ( Jan 2020 - july 2020)**

**Project Description:**

We are using ServiceNow ticketing tool for resolving tickets for VW support. The system is based on domain separation criteria.Domains are separated as per their groups i.e userconnect, dealerconnect, parts, warranty.VW team mostly used service portal to raise tickets or any queries.

**ROLES AND RESPONSIBILITIES:**

Role

* ServiceNow Adminstrator/Developer

Responsibility

* Resolve tickets which are assign to jade group.
* Debugging the failed scripts and fixing the scripts
* Analysis of various Change Requests/Incident management,Preparation of test data.
* Execute scripts, analyze results.
* KT to team.
* Delivery of status reports on weekly basis.
* Analyses and resolve incident management , change and problem management.