

# NIKHIL REDDY EDUNURU

Tampa, FL, USA

📞 7276781543 ✉ [nikhilreddy3599@gmail.com](mailto:nikhilreddy3599@gmail.com) [in linkedin.com/in/nikhil-reddy-edunuru/](https://www.linkedin.com/in/nikhil-reddy-edunuru/) [🌐 https://github.com/nikhilreddy2578](https://github.com/nikhilreddy2578)

## SUMMARY

A skilled Software Engineer with a track record at ServiceNow, focusing on low-no code solutions that improved application development time by 40% and a strategic integration using JavaScript technologies, leading to a 60% increase in IT team efficiency. Successfully reduced development and testing times through innovative practices and automation integration. Poised to leverage proven abilities in software development to deliver efficient and effective software engineering solutions in future roles.

## EDUCATION

### University of South Florida

Jan 2023 - Dec 2024

Master's, Computer Science

3.86/4.0

### CVR college of Engineering

Aug 2016 - Sep 2020

Bachelor's, Computer Science

9.3/10

## WORK EXPERIENCE

### Aramark

Jan 2024 - Present

IT Solutions Assistant

Tampa, FL, USA

- Developed and maintained database systems using MS SQL, ensuring data accuracy, integrity, and performance optimization through regular maintenance and backups.
- Utilized C# to build, enhance, and troubleshoot internal applications, improving workflow automation and overall system efficiency.
- Assisted in data entry, report generation, and troubleshooting technical issues related to database and software systems.

### ServiceNow

Jul 2019 - Dec 2022

Software Engineer

Hyderabad, Telangana, India

- Engineered custom low-no code solutions, resulting in a 40% reduction in application development time. These solutions allow users to create tailored applications on the ServiceNow platform, streamlining processes and enhancing productivity
- Achieved a 30% reduction in development time by streamlining coding practices during the "Accelerate ROI" initiative.
- Mentored a team of two interns, successfully creating a Now platform framework for automating IT delivery, office inspections, and facility tours.
- Implemented regression testing using Selenium and ATF, resulting in a 3-day reduction in time to production.
- Pioneered the plugin integration of Microsoft Teams, enabling customized workflows and enhancing IT team delivery by 60%.
- Collaborated effectively across cross-functional teams, ensuring shared understanding and a cohesive work environment.
- Translated complex technical concepts into clear insights, improving transparent stakeholder communication, with an emphasis on JavaScript tech stack.
- Designed and implemented self-service portal pages and widgets, resulting in a 20% decrease in support tickets, saving the company 2,000 hours of support time and delivering an enhanced mobile-friendly user experience.
- Collaborated with an 8-member cross-functional team to design, develop, and deploy end-to-end portal solutions, contributing to a 15% increase in user satisfaction.
- Interacted with the Now Platform to provide specific platform features via Service Portal, streamlining access to key functionalities for 5,000 users.
- Used Java, JavaScript, and React to develop scalable web applications, and implemented blockchain integrations, leveraging frameworks like Next.js and Node.js to build efficient, user-friendly solutions.
- Constructed an End-to-End framework for Mobile automation, enabling multiple Mobile QE teams to leverage common utilities like REST APIs and integrate with cloud platforms, resulting in a 25% reduction in manual testing efforts.
- Automated tests using Java and Appium, implementing design patterns for CI/CD of automated test cases, accelerating the testing process by 30% and ensuring more reliable software releases.
- Developed and optimized scalable Java-based backend services and ITSM workflows on the ServiceNow platform, streamlining incident, problem, and change management processes, while ensuring seamless integration with third-party APIs.

## SKILLS

- React.js, Node.js, C#, AngularJS, SQL, Agile, Android Development, AWS, Data Structures & Algorithms, JavaScript, jQuery, HTML/CSS, Java, Linux/Unix, MongoDB, MySQL, Operating Systems, PostgreSQL, REST APIs, Selenium, Python, TypeScript, Web Development, NoSQL, Express.js, Software Testing