RATNA RAJIV MULPURI

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US PERMENANT RESIDENT (GREEN CARD)

EDUCATION

University of Central Florida, Orlando FL   *May 2024*

Master of Science in Computer Science   *GPA 3.87*

Course Work: Advanced Computer Architecture, Software Engineering, Design and Analysis of Algorithms

Vellore Institute of Technology, Amaravati, India   *May 2022*

 Bachelor of Technology in Information Technology   *CGPA 8.00*

Course Work: Data Base Management Systems, Operating Systems, Cloud Computing, Machine Learning

TECHNICAL SKILLS

Tools/Frameworks	: Eclipse, **VS Code**, **Git**, **ServiceNow**
CI/CD	: **Linux**, Windows, Microsoft Office
Databases	: **MYSQL, MS SQL, Oracle DB**
Programming Languages	: Java, R, MATLAB, HTML, CSS3, JavaScript

WORK EXPERIENCE

Software Developer Intern
VOXAI   *Jan 2022 – Jul 2022*

- Monitored critical applications responsible for handling mobile/phone services, ensuring seamless fulfillment of customer requests for high-profile clients like American Airlines, leading to a 99.9% uptime and enhancing customer satisfaction.
- Expertly managed and resolved 150+ monthly incidents through ServiceNow, including critical outages and performance issues, achieving a 40% reduction in average resolution time.
- Leveraged Oracle DB to track and analyze data on failed callbacks for key clients, identifying underlying patterns and root causes. Implemented strategic solutions that reduced failed callbacks by over 50%.
- Successfully managed secure server access via PuTTY across 12+ servers and conducting comprehensive log analysis to troubleshoot and optimize Genesys-based contact center operations, enhancing system performance and reliability.

CERTIFICATION

AWS Certified Solutions Architect - Associate (SAA)   Validation Number: HP3ZG76K9MBQ1D9S

PROJECTS

Student – Faculty Interface   *Jan 2024 - Mar 2024*

- Implemented an **online interface** facilitating Q&A communication between **students and faculty members**.
- Utilized **MySQL** for database management, and employed **PHP, Java, and JavaScript** for code development.
- This system enabled students **to raise and resolve queries** interactively with their faculty, with doubt clarification processes.

Edu cloud Hub – Cloud native Application

- Led the development of a high-performance AWS-based educational platform, enabling easy access to study materials. Leveraged technologies like EC2, S3, and Auto-Scaling for optimal availability and cost efficiency. Managed infrastructure setup, ensuring streamlined storage and retrieval processes.
- Engineered an auto-scaling solution to dynamically adjust compute resources in response to website traffic, significantly enhancing user experience during peak times and reducing operational costs during off-peak periods.

Low level design for Firewall Design Analyzer in Java

- Developed a prototype simulation for hardware firewall circuitry in Java, focusing on low-level design principles to create a flexible and extensible platform for testing and evaluating IP packet filtering efficiency, demonstrating strong capabilities in software engineering by applying Composite design pattern in Java.