

Himavanth Sai Ram Chitralla

Boston, MA | 857-405-9017 | chitralla.h@northeastern.edu | [linkedin.com/in/ramchitralla](https://www.linkedin.com/in/ramchitralla) | [behance.net/ramchitralla](https://www.behance.net/ramchitralla)

EDUCATION

Northeastern University

Master of Science in Information Systems

Boston, MA

September 2023 – May 2025

Kalasalingam Academy of Research and Education

Bachelor of Technology in Electronics and Communication Engineering

Madurai, India

July 2018 – May 2022

TECHNICAL SKILLS

Technical: ITSM, SQL, Incident Management, Problem Management, ITIL, RCA, KPI, UI UX,

Productivity & Communication Tools: ServiceNow, Confluence, JIRA, Microsoft Office

Others: Graphic Design, Problem Solving, Communication, Multitasking, Product Management, Product Strategy, Marketing

Certifications: Oracle SQL Certified Associate, Aha! Product Management Professional

EXPERIENCE

IBM

Application Developer

Hyderabad, India

July 2022 – July 2023

- Managed the analysis and optimization process as Problem Coordinator for major and minor releases, improving the efficiency of solving interdisciplinary issues for client applications
- Developed and maintained knowledge bases as Knowledge Champion in ServiceNow and Confluence, enhancing the IT Desk Self Troubleshooting Guide's efficiency
- Resolved IT issues by applying ITSM principles, coordinating between technical teams and stakeholders for efficient RCA

Steam Troops Pvt Ltd

Graphic Design Intern

Chennai, India

June 2021 – September 2021

- Created custom graphics and designs to meet the educational technology company's diverse needs, enhancing visual communication and engagement with target audiences
- Gained practical experience in graphic design within the ed-tech industry, understanding the impact of visual media on consumer preferences and product interaction

ACADEMIC EXPERIENCE

Northeastern University Police Department

Digital Media Assistant

Northeastern University

July 2024 – January 2025

- Developed and executed social media design and marketing strategy plans, including graphic design, event photography, and presentation creation to enhance digital engagement
- Led creative projects involving social media content, marketing strategies, photoshoots, and presentations, driving improved brand visibility and community engagement

Aspiring Product Managers Club

Graphic Designer

Northeastern University

January 2024 – May 2024

- Created visually engaging designs consistent with brand and editorial guidelines, such as carousels, static banners, event collaterals, and website banners
- Collaborated across different teams to meet a wide range of design needs, fostering rapid creative decision-making and effective design process
- Developed an automated workflow utilizing Power Automate to optimize APMC task management, concurrently initiating efforts in Power Apps to enhance internal task management processes

Northeastern University Information Technology Services

Instructional Assistant

Northeastern University

January 2024 – February 2024

- Assisted faculty with Canvas, Zoom, and other education standard student-instructor collaborative tools for both NU Flex and non-NU Flex classrooms, ensuring a smooth remote teaching experience
- Supported in classroom tech support, contributing to 5% of requests with a direct resolution rate exceeding 50%, effectively minimizing learning disruptions through optimized audio-visual system performance

PROJECTS

Redesign and Prototyping for Justickets

September 2024 – December 2024

Designed with a user-focused approach and thorough research, this project enhances movie ticket booking with features like SafeSeat, ticket bidding, and seamless integrations, delivering improved convenience, and innovation in product design.

Property Management using Oracle Database Management

October 2023 – December 2023

Designed a database system for overseeing the tenancy, maintenance, and overall management of an exemplary property/apartment complex. This non-GUI project effectively showcases the practical application of RDBMS concepts