RAM KUMAR REDDY TAMANAMPUDI

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EDUCATION

Fairfield University   **Fairfield, CT**
Master of Science, Software Engineering   September 2021- May 2023
GPA: 3.7

Vishnu Institute of Technology   **Bhimavaram, India**
Bachelor of technology, Mechanical Engineering   August 2016 – May 2020
GPA: 3.8
DeansList:2016-2020

TECHNICAL SKILLS

Languages: Java, C, Python, HTML, CSS;   **Frameworks:** Angular, React;   **Database:** MYSQL, Oracle, Mongo DB.
Software/Tools: JAMF, Microsoft AD**,** Tableau**,** Visual Studio Code, Eclipse, Postman, Git, SDLC, SharePoint, MS Office.
Operating Systems: Windows, Mac OS and Linux

WORK EXPERIENCE

Technical Support Engineer, Fairfield University   July 2023- present
- Monitoring and managing the ticketing system, promptly addressing user issues and optimizing response times.
- Configuring and setting up computers, user accounts within Active Directory, seamlessly integrating them into the domain.
- Proficiently imaging Windows and Mac laptops using JAMF, ensuring smooth setup and functionality.
- Supporting Microsoft 365 stack, including Exchange Online and SharePoint Online.
- Collaborating with cross-functional teams to execute software updates, enhancing system security and performance.
- Conducting comprehensive asset management, accurately tracking hardware and software inventory.

Graduate Assistant at Fredrickson Family innovation lab, Fairfield University   January 2022- May 2023
- Maintained and updated engaging content on the Innovation Lab's website on SharePoint, resulting in improved online engagement and attendance at events and workshops.
- Led hands-on workshops on 3D printing, photography, and other equipment to increase student proficiency and successful project completion.
- Managed reservations and scheduling for the Innovation Lab's space, ensuring seamless coordination of events and activities. Provided expert support to students and faculty on Adobe Creative Suite, Premier Pro, and Tableau.

Technician at ITS HELP DESK, Fairfield University   October 2021-May 2023
- Provided technical support to faculty, staff, and students on a wide range of issues, includes software installation, configuration, and maintenance through phone calls and walk-ins.
- Managed support tickets using the university's ticketing system, prioritized issues based on urgency, and updated with relevant information.
- Employed various tools and techniques to troubleshoot and resolve technical problems.

Conference Assistant at Office of Conference and Events Management, Fairfield University   May 2022- August 2022
- Worked in teams to organize and helped with Class of 22' Graduation, Alumni Reunion, and PPL weekends.
- Provided exceptional support to the facilitation of summer interns and camps, ensuring a positive and memorable experience for all participants. Maintained and monitored a fleet 18 of University Vehicles

IT Network Technician, IMT Computers (Stamford, CT)   July 2022- September 2022
- Managed and maintained web servers through daily checks to ensure server uptime and reliability, also updated client service reports hosted on local network.
- Communicate effectively with customers to gather information, provide technical assistance, and explain solutions in clear and concise terms over phone and onsite visits.
- Worked closely with clients to understand their communication needs and designed call flows to meet those needs.

Full-stack Java Developer, Capgemini Information and Technology (Bangalore, India)   November 2020 – April 2021
- Worked in a team to design and developed web applications on **React JS, Angular**
- Undertaken role as support engineer for Johnson and Johnson client.
- Enhanced knowledge of Java Script, MongoDB, React JS and Angular

Management Intern, MG Motor India (Hyderabad, India)   June 2020 - July 2020

ACADEMIC PROJECTS

Diocesan Data Collection Application: Spring 2023
Developed an application for the Diocese of Bridgeport on Appian platform, that serves as a centralized data warehouse which collects using API integration, maintains and exports data when needed. Also provides interactive user interfaces which collects data and generates visualizations as per user's choice on tableau.
Skills: Software Development life cycle (**SDLC**), **Rest API** integration, UI Design, Data Base design(**MYSQL**), and Visualizations on **Tableau**

Predicted Job trends in future using Machine Learning Techniques: Fall 2022
Using machine learning algorithms, Jobs in the future year were predicted by training and testing the ML models on the data sets that were gathered in survey conducted by an organization.
Skills: Data Modeling and Evaluation, Data cleaning, **Python, ML Algorithms and Neural Network Architectures.**

Visualization of New York city Taxi rides: Spring 2022
Using tableau, taxi rides in New York during a span of time were analyzed to find the effective ways for a driver to maximize their earnings in the time of day, day of the week and projected drop off locations which has highest fares.
Skills: Data cleaning using **Python**, Geocoding, Data mapping, Dashboard presentation of data and story telling

ADDITIONAL INFORMATION

- Received Graduate Student service award at Fairfield University 2023.• Member of Student Library Advisory Board at Fairfield University (2022-23)