Sai Saketh Bolla (He/Him)

College Park, MD, 20783 | 240-423-9350 | sakethb@umd.edu | <u>LinkedIn</u>

SUMMARY

Detail-oriented professional with experience in technical operations, data analysis, and process automation. Proficient in report generation, website support, and cross-functional team coordination. Proven ability to manage high-stakes projects, provide actionable insights through ad-hoc analysis, and support event logistics for smooth execution.

EDUCATION

University of Maryland, College Park

MEng, Software Engineering   Expected Dec 2026
  - Relevant Coursework: Software Engineering, System and Software Requirements, Cloud Computing

TECHNICAL SKILLS

Reporting & Analysis Tools: Microsoft Excel (Pivot Tables, Charts), Google Sheets
Website Management: Basic CMS Management, WordPress
Event Coordination & Communication: Google Workspace, Jira, Confluence
Automation & Scripting: Python, Selenium, PyTest, Linux
Programming Languages: Python, SQL, JSON, XML, YAML
Cloud Platforms: AWS, Google Cloud Platform (GCP), Big Query
Tools & Technologies: Docker, Kubernetes, Git, Linux, CI/CD, Selenium

WORK EXPERIENCE

Prodapt Solutions   Hyderabad, Telangana
Associate Software Engineer   May 2022 – December 2024
  - Managed operations for Verizon's production servers supporting 30,000+ users, ensuring system uptime and effective incident resolution.
  - Led a team of 6 engineers, coordinating tasks and ensuring prompt issue resolution during critical operational windows.
  - Created and presented weekly pivot reports to senior management, identifying operational trends and providing actionable insights for decision-making.
  - Conducted on-demand data analyses to troubleshoot production incidents and support management inquiries.
  - Provided customer support to Verizon internal teams and clients, troubleshooting technical issues and resolving incidents for a seamless user experience.
  - Created an automation framework using Selenium & Python to validate the functionality and performance of Verizon's internal and customer-facing telecom applications.
  - Migrated 100+ terabytes of data from on-premises MySQL to Google Cloud Big Query, reducing costs by 30% and simplifying data infrastructure.

PROJECTS

Verizon (Contract)   Hyderabad, Telangana
Customer Support & Incident Management Team   October 2023 – December 2024
  - Compiled and delivered detailed weekly reports highlighting system performance and issue trends to Verizon management.
  - Performed real-time monitoring and first-level troubleshooting of production servers, ensuring minimal service disruption.
  - Managed issue resolution by collaborating with cross-functional teams to restore services swiftly.

PyAutomation Testing Framework team   July 2023 – September 2023
- Developed automation scripts in Python for system health checks and reporting, improving reporting speed and accuracy.
- Automated test cases for UI validation, functional testing, and end-to-end telecom workflows.
- Created custom Python scripts for handling dynamic elements, API interactions, and backend validations.
- Integrated PyTest for structured test execution, parallel testing, and detailed reporting.

SQL Optimization & ETL framework Team   August 2022 – June 2023
- Automated data workflows and created synthetic data sets for testing, enhancing data integrity and enabling efficient ad-hoc queries.
- Simplified data infrastructure by optimizing SQL queries, contributing to faster data retrieval for management reports.
- Converted existing Hive queries and Oozie workflows into optimized SQL Queries for Google Big Query using custom Python frameworks.

ACTIVITIES AND AFFILIATIONS
1. 4th rank in national/international E-school Flipkart grid warehouse robot competition 2022.
2. Associate: Google Cloud Engineer & Professional: Google Cloud DevOps Engineer.
3. Supported team coordination and logistics for competitive tech events, ensuring smooth execution.