Sandeep Singamaneni

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Portfolio website: https://sandeepsingamaneni.github.io/personal-portfolio/

EDUCATION:

Master of Science, Computer Science — Mar 2022 - August 2023(expected)
Portland State University, Portland, USA — GPA: 3.89*

Bachelor of Technology, Computer Science — Sep 2011 – June 2015
Sreenidhi Institute of Science and Technology, Hyderabad, India — Grade: First Class (87%)

COURSEWORK:

Algorithms and Design Analysis, Database Management, Frontend Web Dev, Machine Learning, Artificial Intelligence, Internetworking Protocols, Computer Security, Internet, Web, and Cloud Systems.

TECHNICAL SKILLS:

Programming Languages: Python, JavaScript
Databases/Platforms: PostgreSQL**,** Google Cloud Platform, AWS, Docker
Tools and Frameworks: Git**,** GitHub, Gitlab, Visual Studio, Wireshark, Unity, Balsamiq, Linux OS, HTML, CSS, Flask

PROFESSIONAL EXPERIENCE:

IT Helpdesk Technician, Portland State University, USA — **June 2022 – Present**

- Provided technical support for PSU faculty, staff, and students on Windows and MacOS. Supported multiple departments and various offices in PSU through phones, chat, online ticketing system, and in-person.
- Troubleshooted technology issues and documented customer requests using JIRA, Confluence, banner, and Data Master thereby reducing the incidents by 25%.
- Obtained knowledge of SailPoint IIQ to support role-based access control and used OAM (Oracle Access Manager) to reset passwords, add MFA devices, and managed service accounts for the organization.
- Worked collaboratively in a team-oriented environment and provided timely, thorough, and professional customer service with a 5-star rating overall.
- Maintained composure and patience in facing difficult customer situations, applying de-escalation techniques and providing positive customer support.

Manager, Union Bank of India, Chennai, India — **Nov 2017 – Nov 2021**

- Extracted various reports and created dashboards to analyze the performance trends, which increased the branch business by 30%.
- Handled data of around 10million+ customers efficiently for data profiling and analysis.
- Technical Evaluation and Financial analysis of various projects and processing them within the regulatory framework along with analysis of quotations and pricing of credit.
- Allocated resources efficiently, including human resources, technology, and budget. Monitored resource utilization and adjusted as needed to ensure project success.
- Documented project achievements, finalized deliverables, and obtained necessary approvals for project closure along with developing risk mitigation strategies.

Project Engineer, Wipro Ltd, Hyderabad, India — **Feb 2015 – Jan 2017**

- Played a key role in application support as a consultant in EDI using JD Edwards ERP tool.
- Contributed to continuous improvement and quality assurance tasks in an agile environment.
- Addressed technical issues and guided end users through resolution using ticketing software thereby achieving customer satisfaction.
- Developed and maintained the company's business continuity plan, ensuring readiness for potential disruptions and minimizing downtime.
- Analyzed code for improving its efficiency and obtained knowledge of code refactoring and review.

CERTIFICATIONS AND ACHIEVEMENTS:

- AWS Certified Cloud Practitioner (AWS CCP)
- Intern at Wipro Technologies Limited during my final semester (bachelor's degree) which later converted to a full-time offer.
- Participated in various CTFs related to Cybersecurity and gained valuable knowledge.

ACADEMIC PROJECTS:

Movie recommendations and reviews: Python Flask, Google Cloud Platform

- Implemented Movie recommendation and reviews application in MVP architecture by integrating REST API from IMDb, TMDB, and Giphy Python packages.
- Built a docker container using Google Cloud and pushed the docker image to the container registry and hosted the application on cloud run using datastore as the backend.

World Transit Systems: Python, PostgreSQL

- Implemented a database of world transit systems by using datasets in Kaggle and preprocessed them using Python Pandas data frames,
- Used SQL Alchemy, the database toolkit for Python to access and manage SQL databases by creating and inserting data into them.
- Designed database using ERD and used ETL process for data integration.
- Wrote complex SQL queries to gain valuable insights from the data.

TB Detection using ML Algorithms: Python ML libraries.

- Implemented TB detection from Chest X-rays using Machine learning Algorithms like KNN and Gradient Boosting using Python.
- I have used Local KNN, Weighted KNN, and Gradient Boosting to predict the disease in patients, compared their accuracies, and found the best for our problem.
- Obtained knowledge of Time-series analysis techniques for data prediction.

Personal Portfolio: HTML, CSS, JavaScript

- Designed a Personal Portfolio website with information about my projects and work experience. This site was developed using HTML, CSS, and JavaScript and deployed using GitHub pages.
- Implemented the site following the principles of Responsive web design and accessibility.

Social Media Aggregator: Balsamiq

- Designed a Social Media aggregator application using Balsamiq, a wireframing and prototyping tool for sketching user interfaces.
- Focused on functionality and user experience by following the UI/UX design principles.
- Prepared extensive documentation on empirical and theoretical analysis by conducting user interviews and describing personas and scenarios.

Google Stock Price Prediction: Python ML Libraries.

- Designed a prediction model for the stock market using Linear regression, Support Vector Regression, and LSTM.
- Preprocessed and scaled the data using sklearn to uniformly distribute the training and test data.
- Evaluated the model by comparing and analyzing it against some typical baselines.

Internet Relay Chat: Python

- Implemented IRC project in Networking with a single server and multiple clients using Python Socket programming.
- Clients can join the server at any time and exchange messages. The server can handle multiple client connections, achieved through multithreading.

SFTP Client: Python

- Implemented SFTP Client project with various functions such as getting the file, putting file, saving connection info, changing permissions on a file, deleting a file, etc. using the pySFTP module.
- Worked in an agile environment and participated in sprints and weekly scrum meetings.