

Summary

Aspiring IT professional with 3 years of hands-on experience and currently pursuing a master's degree. Actively seeking a Software Engineer position to apply adaptability, collaborative teamwork, and effective communication skills in a dynamic professional setting. Excited to contribute and learn within a vibrant work environment.

Education

Texas Tech University, Lubbock - *Master's*
Computer and Information Science

August 2023 - May 2025

GPA : 3.75

K L University, Vijayawada - *Bachelor's*
Computer Science and Engineering

June 2016 - May 2020

GPA : 3.5

Technical Knowledge

Programming Languages: C/C++, Java, Python, JavaScript, C#, HTML, CSS.

Skills: Data Structures and Algorithms, React JS, Angular, SpringBoot, Microservices, Rest API's, Hibernate, MySQL, GraphQL, Selenium.

Technologies: ServiceNow Platform, GitHub, Jenkins, Machine Learning, NLU, SOAP, Android Studio, AWS (EC2, Lambda).

Projects

QUIZ BOT (Python, ReactJS, GPT4ALL, Vector Embeddings)

- Played a pivotal role in orchestrating a dynamic Network Security quiz bot, skillfully integrating robust algorithms and adaptive features to meet diverse user demands within the cybersecurity domain.
- Innovatively implemented intelligent user prompts, allowing users to choose specific topics or opt for random quizzes, while also validating and processing their responses seamlessly.
- Leveraged Python for robust Natural Language Understanding (NLU), integrated cutting-edge GPT-4-All technology, and harnessed vector embeddings to efficiently represent and analyze quiz content, enhancing overall performance.

Gift Card Management System (Java, SpringBoot, Microservices, MySQL)

- Authenticated users can generate new gift cards, with capabilities to seamlessly top up, block, and redeem existing cards, ensuring a comprehensive and user-friendly gift card management experience utilizing Java, SpringBoot.
- Facilitate card sharing among users through unique sharing IDs, enhancing the system's versatility and user engagement in the Gift Card Management System.
- Implement real-time backend updates for all transactions, **ensuring accurate and up-to-date data synchronization** in the system, powered by MySQL, for an efficient and reliable gift card management process.

Tweet Sentiment Analysis (Python, Machine Learning Classification Algorithms)

- Employing a robust sentiment analysis model by training on a substantial dataset of tweets using diverse classification algorithms, including Naive Bayes, Logistic Regression, Support Vector Classifier (SVC), and Random Forest.
- Conducting a comprehensive comparison of the accuracy results achieved by each classification algorithm to ascertain their effectiveness in discerning sentiment nuances within tweets.
- Delivering superior accuracy in sentiment classification to users, ensuring the model **provides highly accurate insights into the sentiments expressed in the analyzed tweets.**

Professional Experience

ServiceNow, Hyderabad - Software QA Engineer

February 2022 - July 2023

- Spearheaded the integration of Amazon Connect IVR, significantly improving customer login and password reset processes. Throughout this integration, I utilized Amazon EC2 for robust cloud infrastructure and leveraged Lambda functions to implement serverless computing solutions. This approach ensured a more secure, efficient, and user-friendly authentication experience, ultimately enhancing overall **customer satisfaction** and trust in our system.
- ServiceNow Password Reset App, integrating with third-party stores like Microsoft Azure AD for heightened security. This integration was achieved using OAuth tokens for secure connections and sample credentials for seamless **integration with Microsoft Azure AD**, ensuring a robust and secure password reset process.
- Conducted comprehensive security testing using the Burp tool, ensuring robust protection against cross-scripting and implementing client-side response modifications for enhanced cybersecurity measures.
- Demonstrated extensive expertise in the ServiceNow platform, showcasing hands-on experience in various key areas. These include creating and managing Business Rules to automate processes, developing UI Policies to control form behavior, writing Client Scripts for client-side interactions, and crafting Script Includes for reusable server-side code. Additionally, I designed multiple Sub Flows and Actions using Flow Designer to streamline complex workflows and enhance system efficiency.
- Consistently met deadlines for 15 version releases, ensuring timely delivery of each update. Maintained high standards of quality by conducting rigorous testing, which resulted in robust and reliable software performance across all releases.

ServiceNow, Hyderabad - Associate Quality Engineer

July 2020 - February 2022

- Spearheaded initiatives on Password Reset Virtual Agent topics, excelling in tasks like Reset Password, Change Password, and Unlock Account for a comprehensive user-centric experience.
- Demonstrated strong leadership by overseeing end-to-end quality activities for a dynamic scrum team. This included ensuring timely code merges and implementing effective regression testing strategies, resulting in improved product quality and team efficiency.
- Implemented 7 Selenium automation projects with precision, significantly enhancing code coverage by 25% and improving overall testing efficiency and reliability.
- Implemented user stories in developing automated test scripts and frameworks, resulting in a 30% reduction in bugs and enhancing overall software quality and reliability significantly.
- Actively contributed to team projects by engaging in Code Reviews, providing constructive feedback to peers to foster collaboration and improve code quality. Additionally, I played a pivotal role in maintaining meticulous Git version control, ensuring transparency and efficiency throughout the development lifecycle.
- Led efforts in Database Design for team projects, emphasizing security and efficiency. Additionally, took a key role in Jenkins for streamlining test project builds.

Accomplishments

- Honored with the ServiceNow UTG Llama Award in Q2 2021 for my performance during that quarter.
- Received the Dirty Job Award twice in ServiceNow for successfully mentoring interns and completing tasks within a short span.
- Awarded the Win As a Team Award twice in ServiceNow by addressing high-priority customer issues within 24 hours and delivering the release version on time.
- Promoted from IC1 to IC2 within 1 year and 6 months.
- Scripted for the ServiceNow Hackathon 2022, creating a Script Include for rendering on a UI page.
- Earned a Core Java certification from Aspirevision Tech Education.