

SANKAR SAI GALLA

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Summary

Skilled IT professional with 3 years of experience at ServiceNow. Proficient in Java, Python, and JavaScript with expertise in full-stack development using Spring Boot, React, Angular, Express and Node.js. Experienced in building scalable solutions, optimizing performance, and integrating cloud technologies like AWS and Azure. Strong problem-solving and collaboration skills, with hands-on experience in microservices, REST APIs, and database management (MongoDB, MySQL).

Education

Texas Tech University, Lubbock
Computer Science, Master's

August 2023 - May 2025

GPA : 3.8

Skills

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

Frameworks: NLU, Spring Boot, Microservices, REST, React, Angular, Express.js, Node.js, Selenium, PyTorch, TensorFlow.

Databases: MySQL, SQL Server, MongoDB, DynamoDB.

Tools: GitHub, Eclipse, Jenkins, CI/CD, Postman, Visual Studio, Amazon Web Service, ServiceNow, Microsoft Azure, Axe.

Work Experience

ServiceNow - Software Engineer

February 2022 - July 2023

- Developed UI pages using **React**, **Web Components**, and **Shadow DOM**, reducing **frontend** loading times by **25%** and enhancing user engagement.
- Led the integration of **Amazon Connect IVR**, optimizing user-base login and password reset processes. Utilized **EC2** and **Lambda functions** for secure, serverless solutions, boosting stakeholder satisfaction.
- Integrated ServiceNow Password Reset App with third-party stores like **Microsoft Azure AD** utilizing OAuth tokens and **Microsoft AD** which helped increase the customers by **40%**.
- Implemented the ServiceNow Password Reset **Windows Application** using **MID Server**, leveraging **Python** for automation and system integration.
- Engineered a **Virtual Agent Chatbot** for password management, incorporating NLU models **Python (NLTK, TensorFlow)** and achieving **75%** accuracy, enhancing consumer engagement across multi-language environments.
- Designed and optimized ServiceNow solutions with **JavaScript** and **Java**, implementing Business Rules, UI Policies, Client Scripts, and Script Includes for scalable and effective workflows, following key **design principles**.
- Delivered **15 version releases** on time, maintaining robustness through comprehensive testing. Ensured reliable system performance across all updates by adhering to the **software development life cycle**.

ServiceNow - Associate Software Engineer

July 2020 - February 2022

- Integrated Reset Password, Change Password, and Unlock Account features into the **Password Reset Virtual Agent** using **Virtual Agent Designer**, **NLU**, and **ServiceNow Flow Designer**, improving user experience.
- Optimized **CI/CD** pipeline by converting **UI-based test scripts** to **headless automation with Selenium and TestNG** and **API automation with REST Assured**, reducing Jenkins pipeline execution time by **80%**.
- Implemented 7 automation projects, utilizing **SonarQube** to improve code coverage by **25%** and reduce bugs by **30%**.
- Ensured **WCAG 2.2 AA** compliance by optimizing features for cross-version and cross-device compatibility, leveraging **Axe-core** and **automated accessibility testing tools**, improving usability and inclusivity.
- Collaborated in Code Reviews and managed **Git version control**, assuring high-quality code and clear implementation.
- Automated test scripts and frameworks through **agile** engineering practices, **reducing bug frequency by 30%** and significantly boosting product reliability and quality.

Projects

WorkScheduler (Angular, Spring Boot, MongoDB)

- Developed a role-based employee scheduling application using **Angular**, **TypeScript**, **Spring Boot**, and **NoSQL**. Enabled managers to create and update schedules based on team availability, while employees could view their shifts on a calendar. Implemented dynamic role-based functionality and utilized **REST APIs** for seamless communication between the frontend and backend, ensuring efficient data storage and retrieval through **MongoDB**.

Domain Generalization Architecture (Python, PyTorch, TensorFlow, NumPy, Matplotlib, Jupyter)

- Developed a novel approach combining **Margin Disparity Discrepancy (MDD)** and **Self-Supervised Semantic Alignment (S³A)** to improve domain adaptation in neural networks. Addressed domain shifts, unseen target classes, and label imbalance by aligning global feature distributions and enhancing category-level semantic alignment. Validated on **Office-Home** and **VisDA** datasets, achieving superior domain generalization. Implemented using **Python**, **PyTorch**, and **TensorFlow**.

Accomplishments

- Achievements and Recognition:** Honored with the **ServiceNow UTG Llama Award** in Q2 2021 for exceptional performance.
- Certifications:** Earned a **Core Java** certification from Aspirevision, **AWS Cloud Support Associate** from Amazon Web Services ([View Certificate](#)).