SANKAR SAI GALLA
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Summary
Skilled IT professional with 5 years of experience. Proficient in Java, Python, and JavaScript with expertise in full-stack development using Spring Boot, React, Angular, 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   August 2023 - May 2025
Computer Science, Master's   **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, PostgreSQL, MongoDB, DynamoDB.
Tools: GitHub, Jenkins, CI/CD, Postman, Docker, Kubernates, Amazon Web Service, ServiceNow, Microsoft Azure, Axe.

Work Experience
Texas Tech University, Lubbock - Student Assistant   August 2023 - Present
- Engineered an **AI-driven Quiz Bot** using **Python (Flask), GPT-4-All, and vector embeddings**, enabling **adaptive topic selection, dynamic question generation, and intelligent response validation** for enhanced cybersecurity training.
- **Implemented a Python-based model evaluation pipeline** using **Scikit-learn** and **Conformal Prediction Sets** to provide reliable prediction intervals and improve decision-making under uncertainty.
- **Integrated Pandas and NumPy-based preprocessing pipelines** to handle large-scale, noisy datasets, reducing preprocessing time by **35%**.

ServiceNow, Hyderabad - Software Engineer   January 2020 - July 2023
- Developed UI pages using **Seismic UI, 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 **Windows Application** using **MID Server**, leveraging **Python** for automation and system integration.
- Engineered a **Virtual Agent Chatbot** for password management, incorporating **NLU models 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.**
- 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

GiftLink (React, Node.js, Express.js, MongoDB):
- Designed and developed a full-stack web application facilitating the exchange of free household items, enabling users to list, search, and claim gifts. Implemented user authentication with **JWT**, allowing secure registration and login. Developed a dynamic search and filter system to enhance user experience. Built RESTful APIs using **Express.js** for efficient data retrieval and storage in **MongoDB**. Integrated a comment system for user interactions and ensured a responsive UI with Bootstrap for seamless accessibility across devices.

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), **IBM Full-Stack JavaScript Developer** from IBM (View Certificate).